

### **LCCAA to Hold Public Hearings**

Lake County Community Action Agency wants your input on the issues affecting fixed and low-income individuals and families. We provide services and activities addressing employment, life skills, nutrition, addiction recovery, after school programs, temporary housing and emergency services. Be your own advocate with us by attending one of our public meetings listed below. Your personal story or what you have observed as needs in your community will be part of our data and direction for the next two years.

**Friday, April 24<sup>th</sup>**  
**1:00 TO 3:00**

**North Shore Christian Fellowship**  
**9456 Main St. (entrance on Washington)**  
**Upper Lake**

**Wed., April 29<sup>th</sup>**  
**2:30 TO 4:30**

**Mendo-Lake Credit Union**  
**963 11<sup>th</sup> St.**  
**Lakeport**

**Friday, May 1<sup>st</sup>**  
**2:30 TO 4:30**

**Clearlake City Hall**  
**14050 Olympic Dr.**  
**Clearlake**

**Tues., May 5<sup>th</sup>**  
**10:00 TO 12:00**

**Hidden Valley Water Co.**  
**19400 Hartman Rd.**  
**Hidden Valley**

**Thurs., May 7<sup>th</sup>**  
**10:00 TO 12:00**

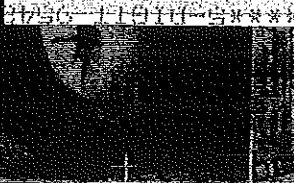
**United Methodist Church**  
**15833 Armstrong**  
**Middletown**



Partly cloudy with a chance of showers. Highs: 50s  
Lows: 20s to 30s.

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## Lyndalls Honored

Members of the Lyndall family were on hand Saturday as Deake Lyndall Sr. and Deake Lyndall Jr. were inducted into the Northern California Racing Association Hall of Fame during racing action at the Lakeport Speedway.

See Page A6



# Lake County

# RECORD-BEE

Tuesday  
April 28, 2009

## LCCAA to hold special public meeting

### Staff reports

LAKE COUNTY — The Lake County Community Action Agency (LCCAA) holds a special public meeting every two years as a vital part of its partnership with the Department of Community Services and Development in Sacramento. A CAP plan is developed from these meetings and surveys help direct the agency's response to concerns affection people of limited income in Lake County.

This year the LCCAA is pleased to announce special funding for expansion and additions to its current programs. The Obama Administration has enlisted LCCAA and other CAP agencies to help with the economic recovery.

The LCCAA wants the community's input on the issues affection fixed and low-income individuals and families. The agency provides services and activities addressing employment, life skills, nutrition, addiction recovery, after school programs, temporary housing and emergency services.

Public input meetings are scheduled as follows: 2:30 to 4:30 p.m. Wednesday at the Mendo-Lake Credit Union, 963 11th Street in Lakeport; 2:30 4:30 p.m. Friday May 1 at Clearlake City Hall, 14050 Olymple Drive in Clearlake; 10 a.m. to noon May 5 at the Hidden Valley Water Company, 19400 Hartmann Road in Hidden Valley Lake; and 10 a.m. to noon May 7 at the United Methodist Church, 15833 Armstrong Street in Middletown.

## In the Community

### Lakeport Senior Center invites growers to participate in a local community garden

LAKEPORT — The Lakeport Senior Center is planning a community garden near the center to provide some relief to its people during this difficult economic period.

The mayor, Ron Bertsch, and the city council members have cooperated by allowing the senior center to use an area adjacent to the water treatment plant for its garden. The plan is to use raised planter boxes 16 feet long and 4 feet wide to grow vegetables.

The senior center needs to know the number of people who might be interested in growing their own organic vegetables for planning purposes. Please contact the Lakeport Senior Center at 427 Konoti Ave., Lakeport or call 263-4218 and ask for Jo.

and more. Organizers reported that last year's event was a huge success and Southshore Little League plans on making this year's event even bigger.

### South Lake County Fire Safe Council meeting

MIDDLETOWN — The South Lake Fire Safe Council meets at 10 a.m. on the first Saturday of each month at the fire station on Highway 175 in Middletown. The next meeting is May 2. All interested people are invited to attend the meetings.

If you had an emergency, a fire, a medical emergency or a break-in, could the emergency responders find your house? Is your address clearly visible from the street? If not, consider getting a reflective address sign. These are available from the Fire District and will be installed by the fire department personnel.

The sign will be installed to the standards of the Public Resources Code 4290 requirements. Section and Middletown are 6 inches by 18 inches mounted horizontally on a 6-foot green metal post. In Hidden Valley Lake signs are 7 inches by 24 inches and are mounted vertically on an existing, owner-provided 4-inch by 4-inch by 6-foot wooden post.

The South Lake Fire Safe Council has two main goals. One is fuel reduction to help minimize damage to homes and businesses during fires. The other is education about fire prevention.

### Alcoholics Anonymous holds meetings daily

LAKE COUNTY — Alcoholics Anonymous offers daily meetings throughout Lake County. Call 995-3316 or visit [www.lakecountyaa.org](http://www.lakecountyaa.org) for information.

**LAKEPORT** — Dodgeball tournament, taking place at 4:30 p.m. Thursday, April 30, at Clear Lake High School, will benefit Invisible Children. Freshman-sophomore team will play against a junior-senior team and the winner will play against a faculty team. Tickets are \$3 for students and \$4 for adults.

### Friday, May 1

**MIDDLETOWN** — Lake County Church Women United (CWU) will celebrate May Friendship Day, 11 a.m. Friday, May 1, at the Middletown Community United Methodist Church 15833 Armstrong in Middletown. Registration begins at 10:30 a.m. Lunch will be served at noon, followed by the program at 1 p.m. May 1, will remain in effect until the Lake County Fire Chiefs advise the Lake County Supervisors to end the ban, or until CalFire declares an end to fire season. Any agricultural burns will require valid written exemption. For information, please contact your local fire department or the Lake County Air Quality Management District, 263-7000.

### Friday, May 1, and Saturday, May 2

**UPPER LAKE** — Scotts Valley Grange No. 725 is having its spring craft / bake sale and luncheon from 9 a.m. to 4 p.m. on Friday, May 1, and Saturday, May 2, at the Odd Fellows Hall on Main Street next to Westamerica Bank in Upper Lake. Hamburgers, chili, French

**NICE** — Sons of Italy is holding a flea market, 8 a.m. to 3 p.m. Saturday, May 2, at 2817 E. Highway 20 in Nice. Gates open at 7 a.m. to set up. Covered tables are available for \$10, first-come, first-serve basis. The club's kitchen and bar will be open to sell coffee, donuts, drinks and Lake Towel and Trellis Garden Club is having a plant sale from 8:30 a.m. to 2:30 p.m. Saturday, May 2, in the parking lot of the Savings Bank of Mendocino, 650 N. Main St. in Lakeport. Very low prices on plants and garden items. Funds support the club's civic beautification projects and Lake County student scholarships.

**BUCKINGHAM** — The KHS Sober Grad golf tournament takes place Saturday, May 2, at Buckingham Golf Course. Shotgun start at 9 a.m. Four person scramble for mat. Entry fee \$65 per person, (\$50 for BGCC members, and KHS students). Sponsor a hole for \$50; name and information will be on a 3-foot by 2-foot board and placed on a golf hole. Any questions, please call Susan at 279-9336 or

### LCOA invites input on community issues

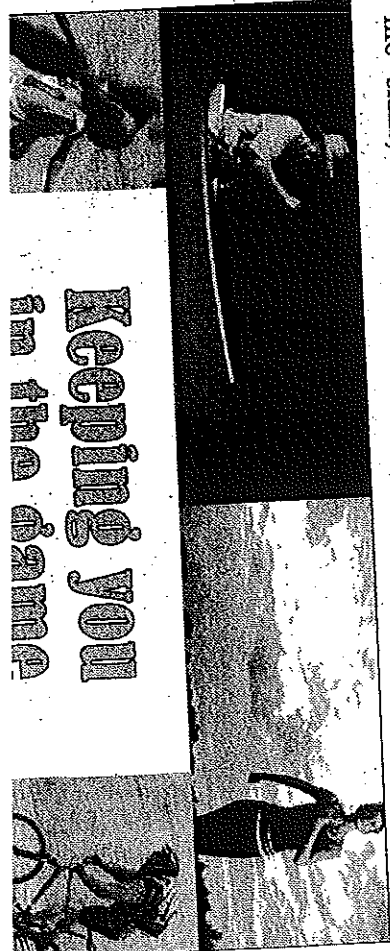
LAKE COUNTY — The Lake County Community Action Agency wants input on issues affecting fixed- and low-income individuals and families. It is holding a series of public hearings:

- 2:30 to 4:30 p.m. Friday, May 1, at Clearlake City Hall, 14050 Olympic Drive in Clearlake;
- 10 a.m. to noon Tuesday, May 5, at the Hidden Valley Lake Community Service District office, 19400 Hartmann Road in HVL; and
- 10 a.m. to noon Thursday, May 7, at the Middletown Community United Methodist Church, 15833 Armstrong St.

The agency provides services and activities addressing employment, life skills, nutrition, addiction recovery, after-school programs, temporary housing and emergency services. Participants' stories and observations will be part of the agency's data and direction for the next two years.

### Day of Fun in

at the Railroad



Keeping you in the know

| NAMES                   | SECTOR     | TESTIMONY/CONCERNS  |
|-------------------------|------------|---|
| Joann Madia             | Low-income | <p>Bus service on the north side of the lake is infrequent. Hours are early am and late afternoon. Scheduling doctors, social service, food pantry, and vet appointments is difficult and frustrating.</p> <p>Long wait time for responses to domestic violence situations and drug issues, including reporting of meth labs. Volunteer patrol is now gone.</p> <p>Many kids don't respect authority in the community. Many graduate without adequate reading skills.</p> <p>She has noticed an increase of homeless people on the north side of the lake.</p>  |
| Victor Rogers, Pastor   |            | <p>Homeless facilities are non-existent here. Because parolees who have no family or friends are simply dropped off in Lakeport or other areas around the lake, Pastor Victor is contacted by them for assistance. There are few options for parolees to get help with food, shelter, transportation and job contacts. Victor's church pays for motel nights and provides food vouchers. He also envisions a training program for the parolees such as a mechanic shop, construction trainee opportunity, resume writing class and AODs (Alcohol and Other Drugs counseling. Victor needs the building across the street from the church to be able to establish the training and counseling classes.</p> |
| Donald Clay, low-income |            | <p>Too many "mountain gardeners here" – Marijuana. Kids coming out of the cities have formed gangs locally.</p> <p>Brown Bag program provides skimpy food provisions.</p>   |
| Tamme Colby, low-income |            | <p>Tamme home schools here teenagers because of the prevalence of drugs.</p>  |

April 24th

**Were Concerns Addressed in the CAP?**

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**Drug issues:** Youth counseling through our New Beginnings will be expanded to Upper Lake schools next year. Currently, LCCAA is planning on providing a drug counseling program in Clearlake at Highlands High School in the Fall 2009. Net working with other agencies and schools will go a long way in drug prevention. Example is the Parenting Programs are given at Lake Family Resource Center.

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**Homelessness/Emergency Shelter issue:** A group has been formed in Clearlake to address the problem of homelessness with the help of the regional HUD office in San Francisco. An opportunity, of a long term lease on a piece of property not yet built on, is also being considered. Because of the work Pastor Victor is doing in the north end of the lake with the parolee population, he will be included in those planning conversations.

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**Brown Bag Commodities:** Food for the poor called the Brown bag program is not our USDA distributions. However, we provide the CSFP Program once a month on that side of the lake. Our distribution point is in Lucerne about 12 miles south of Upper Lake. Many of the seniors go there for the supplemental food program along that lake corridor. Because of the public forum held in Upper Lake this year, our agency plans to set up a distribution site there for a regular Farm to Families drop. The food includes fresh fruit and vegetables once a month?

**Gangs:** The issue of young people banding together with undesirable motives and activities is a nationwide threat to families and communities. Rooting out gang activity and implementing penalties is a law enforcement concern. However, what can help deter the tendencies of teens to join an unlawful group is to offer after school activities and protection from irresponsible and neglectful parents. Lake County Community Action Agency is in the process of expanding their drop in centers for kids 12-17 years old. With the help of local churches and community groups we hope to establish more locations around the lake providing outlets for teen development. Further, Lake County Community Action has become the lead agency in a collaboration project for a youth Safe House. The house is the first in the county offering shelter, drug/alcohol counseling and guidance for teens.

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**Transportation issues:** The lack of bus service or other economic forms of transportation is a public issue we can not address within our CAP plan. The problem has to be dealt with on a county level to increase bus routes. However, there are some strategies to provide or facilitate transportation through our agency.

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**Timely Law Enforcement responses:** The lack of quick response as described by Joann and Donald is not something we can address in the CAP plan. Community police protection is certainly minimal for Upper Lake, a small rural area. However, neighborhood watch groups and awareness by the public can deter local crime, as well as,

pot fields. It is not strategically possible for our agency to develop relationships with County Sheriff police or advocate for public safety in a community that is over 30 miles away.

**Quality Education:** This is a local problem having a lot to do with family interest in their children's learning and family environment. We have a good working relationship within the Konocti Unified School District administrators but, again Upper Lake is over 30 miles away. As our drop-in centers expand and school drug counseling programs get introduced into other areas, we will have more influence on the lives of the children and parents. Working together will develop new alliances around the lake for youth.

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| NAMES               | SECTOR  | TESTIMONY/CONCERNS  |
|---------------------|---------|---|
| Jane Telley, Public |         | Jane is an employee of the Lake County Veterans Office. She helps veterans with their disability claims. She needed to know where she could refer vets to food pantries and other services. Jane was also informative as to questions our staff could ask the vets in order to provide good information to them. Jane's attendance today facilitated a renewed relationship with the county office.   |
| Arleen Chapman      | Private | Arlene volunteers at her church in Lakeport. She noted that more people recently unemployed and more homeless are coming for food. They get concerned they will run out.  |
| Jean Young,         | Private | Jean is a volunteer at the Adventist Community Services in Lakeport. She distributes food for their pantry program.   |
| Betsy Cawn, Public  |         | <p>Betsy is the Senior Support Services representative and an RSVP volunteer. She represents the north shore senior groups. Betsy discussed the unstable financial situations for seniors in Lake County. SSI/Social Security is being cut and so are services. Most seniors can't qualify for section 8 housing because the rent is kept at a level that is over a single person's maximum for the assistance.</p> <p>Betsy would like to see a healthcare district on the west side of the lake to help support senior needs. The Redbud District, on the east side of the lake, is a managed foundation and allocates funds to non-profits including the Highland Senior center.</p> <p>Senior Support Services needs gas money to get seniors to non-emergency doctors' appointments. Volunteers are paying out of their own pockets.</p> <p>Disaster preparedness for seniors needs to be taken seriously in a thorough way. Supplies that are beneficial to the elderly could use a review. Ideally, senior centers need to be designed for continued operations after a disaster occurs.</p> |

Home delivered meals funding is terrible. The California Dept. on Aging allows only \$2.31 per meal when the cost is really \$7.00-\$7.50. What happens is that seniors are trying to raise the other \$5.00 themselves with thrift stores, pancake breakfasts, bingo, dances etc. in various parts of the county. Lyndon mentioned the fundraiser dollars are coming from the same people that need the services.

Lou Denny, Public

Lou is the Food Programs Manager at the LCCAA food bank. Food insecurity is increasing in this current economy. He noted that the agency has a need for more storage in order to meet the needs. Commodities Supplemental Food Program is not expanding in terms of state dollars available but our numbers of senior needs are increasing.

Lyndon Ernst, Private

Lyndon noted that people are becoming aggressive about receiving food from pantries. Some have a sense of "entitlement" about obtaining food. Many are newly unemployed and are just scared.  
Foreclosure prevention: Refinancing a loan is not an option for many families because of the current stiff requirements put in place in order to obtain a better interest rate.

## Were Concerns Addressed in the CAP?

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**Non-Emergency transportation issues:** The volunteer exchange website and database of names will help with some of the needs. For example: If a person is going down to the Bay Area they could check local or Bay Area transportation needs and pick up a person requiring a ride to get to the same location. Or if the need is getting from Nice to Lakeport to a doctor's appointment that need could be filled by a volunteer who checks the website.

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**Veterans need countywide information:** With Jane's help our office can do a better job for our local vets. She explained for example, that vets often lose their discharge papers and in order to get medical care or other benefits they must apply for duplicate copies. The process takes awhile so they shouldn't wait once they are aware of missing documents. A medical problem could become an emergency and with no papers there could be serious repercussions. Some of the vets don't have computer access to locate basic information for themselves via the internet. The staff will provide access to search as needed. Through a renewed relationship with the Veteran's office in Lakeport, our client staff can provide in-house education with up to date veteran brochures that identify resources specifically for former military.

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**Availability of food in Lakeport:** The meeting allowed us to remind everyone present that we have a food pantry in the Lakeport area as well. We will provide the churches with our hours and location. If at all possible, we would consider an LCCAA pantry relocation if the opportunity appears. If we could be closer to downtown clients would have better access. We regularly revise our food pantry location list for clients and organizations that make referrals. The networking with our partners is important to keep everyone informed and find out where the needs are.

Our agency's own issue regarding food has to do with the lack of storage space and cooler space. Two of our board members are working on locating dollars and locations that would provide a consolidation of our warehouses and economical ways to freeze and/or cooler larger purchases of meats, frozen meals etc. Expanding our food bank would lead to more supplies and less overall expense for preserving and distributing food items. We are locked into a limit for senior supplemental food boxes each month but can make up for some of the lack with fresh produce from grower donations to the agency.

**Senior Support issues:** Betsy had several concerns for seniors, especially on the north side of the lake. She is correct about the financial situations for many seniors. The tax refunds have been or will be cut, SSI/Social Security is being cut and so are services. Rent is the biggest cost for a couple or single person who has to rely on Social Security. We address this issue by keeping a list of senior complexes available in our client office along with other low cost rentals. Now with the Emergency Food and Shelter Program's new recovery dollars, we will be able to help some of these folks with rent this year and most of next. LCCAA also assists with water bills as clients become delinquent on their payments. The assistance keeps them in their homes that would otherwise be red-tagged.

**Disaster Preparedness:** Lake County Dept. of Health Services includes the preparedness needs and concerns. The agency's main center is a contributor of the readiness plan in the county. We have some sleeping bags, lanterns and bottled water. Our food bank is also a strategic component as a resource for the nearby community.

PUBLIC MEETING OF May 1, 2009

LOCATION: Clearlake

| NAMES                      | SECTOR | TESTIMONY/CONCERNS  |
|----------------------------|--------|---|
| Cheryl Hutchinson, Private |        | <p>Cheryl came because of her concerns for her adult son's needs. He was in a motorcycle accident a year ago and is limited today to what he can do. Cheryl is the young man's support. (She wanted to know what he might be eligible for). Cheryl's son has applied for SSI but has not been approved or received it yet. Cheryl needs to expedite the benefit process. Our client service staff was able to give Cheryl a referral to an attorney in Lower Lake. She also received information on the local housing available for her son so that he could live independently with the help of an in-home caregiver.</p> <p>Weatherization program in Lake County isn't working for the clients. Cheryl had to wait 2 ½ years to receive the help she needed. During the wait she had to reapply every 30 days.</p> <p>Cheryl suggested that with the aid of our local channel 8, people who are homebound and disabled might benefit by being able to view the public meetings at home. The viewer could call in and participate in the needs survey.</p> <p>Ms. Hutchinson asked if the county had a heating and cooling center for seniors and medically fragile folks. Not everyone has the finances to cover the added expense during the coldest part of the winter and heat waves during the summer. The Red Cross used to designate places where people could go, the senior centers help with the extreme weather conditions by providing some relief indoors.</p> <p>Cheryl has noticed more pets are being abandoned and people on fixed incomes may be having more problems taking care of the animals. Our agency provides pet food when available through our Santa Rosa food bank, or as donations are provided to us for that purpose. Staff members are also members of a county pet coalition and refer pet owners who need their assistance to services.</p> |
| Sarah Shems, Public        |        | <p>Sarah works with an agency that provides services to the HIV population. The biggest concern</p>   |

of her clients is affordable housing. The issue is complicated by the fact the Lake County Board of Supervisors are considering banning resort and RV Park owners from renting to long term low-income residents. It is true that some owners of manufactured dwellings have not maintained the properties very well and the board looks at the problem as blight.

Sarah is also reorganizing N.O.M.I (National Organization for Mentally Ill) locally. The group supports family and friends of the mentally ill. The mentally ill in Lake County is being underserved. Often the police arrest a person who is in an initial crisis phase. The person does not receive treatment for the problem. Sarah sees a need for a mobile crisis intervention. There is one local center that was originally established as a transitional shelter, to provide not only housing, but also some activities and drop-in assistance. The project has been severely downsized to where there is no staff on the premises during the day. If someone acts up or harasses another client, police are slow to respond. The pattern is to arrest someone who actually needs hospital care, and then release the person back into the community. In other words, nothing gets done about treating the patient. Those clients are not receiving the help necessary to maintain an adequate, safe life. If Community Action is interested in the endeavor to keep the center as a beacon of hope for these people, Sarah and others would welcome the help. Sarah and others are considering a county task force to study the problem and approach the issues from a broad base. This group would include a Native American representative, Clearlake council member, Community Care staff, Mental Health Board members and agencies who want to develop ways of handling the problem as a health issue rather than a police issue.

Two current barriers that will prevent adequate responses to mental health needs and physical care for the mentally ill are recent cuts in county and state health dollars.

A discussion started by Sarah regarding fresh produce led to the need for more community gardens. People could benefit too if a wage for folks who are out of work were provided.

Debra Ratcliff, Public

Debbie was able to report that there are two student interns that are attending Clearlake College who work part-time at the Light House mentioned by Sarah. Pell grants have so far not been affected by the state budget.

Nick Logoteta, Public

Nick came to hear about the programs of the agency. He feels more kids are coming in after school wanting food.

Sonya Lujan-Rodriguez, Public She noted pets belonging to people on fixed incomes are often feed first. The agency needs to kept dog and cat food in stock. People \$10 over the poverty are put in jeopardy of not being able to feed themselves. Feb. of this year (2009) compared to Feb. 2008 of unduplicated families showed an increase of 32%. The figure represents food needs and may go up and down during other months. What the increase did indicate was new clients are coming into the agency for food needs during winter months. Housing inquiries and referrals, last year, took a big increase. Jan. 2008 compared with Jan. 2007 grew by 205%. In Jan. 2009 the inquiries had gone down some but the need for emergency housing and/or low income housing is still an issue. Sonya noted there are more clients asking for legal forms on renters rights these days. (We offer basic legal forms for our clients and make referrals to Northern California Legal Services)

Sarina Beckel, Public

People are experiencing frustrations with being able to hold on long enough for services: child care, transportation etc. If a family receives a few dollars over the services guidelines, they are refused by Social Services.

Steven Foss, Private

Steve is a single dad raising a teenager. For the time being he lives adequately, however, his mobile home lot rent could go up again (last year up \$40/mo.); he could loose his Cal/works position; or be sanctioned by Soc. Services; or incur an unforeseen medical issue. Life for low-income people is precarious.

Pamela Pope, Private

Disabled people have not been able to keep up with increases in energy costs. Pamela is on SSI and her monthly check has been cut. She receives \$850/mo. which is not enough to survive on. Pamela couldn't get help with her water bill last year. (unclear as to the circumstances with her prior water issue.) LCCAA does provide water utility assistance.

Transportation is sometimes a problem for Pamela in order to get to medical appointments. She takes expensive cab

rides. Lakeport has the only free para-transit service to Lakeside Medical Clinic. Clearlake doesn't offer that.

Karen MacDougall, Private No comments however, her mission was to do some research for the CAP Plan.

## Were Concerns Addressed in the CAP?

Page Nos.

**Solutions by referral:** Cheryl needed a referral for an attorney in Lower Lake to help her expedite SSI income for her crippled son. Our staff was also able to assist Cheryl by give her information on local housing available for her adult son. He can live independently with some help of an in-home caregiver.

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req. #3

**Weatherization:** For years we have heard from our clients that weatherization in Lake County was hard to get and the wait was extremely long. The agency will look for other partners to help with this problem. A few people in our county will receive solar installation within the next 15 months and will automatically receive weatherization upgrades in the process.

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**Pet Population issues:** Our staff is sensitive to the needs of the clients whose only "friend" may be a pet. As pet food becomes available, the agency will help people who have run out of income for the month. The local pet stores and the Lake County Animal Coalition help with dog and cat food whenever possible. We have also helped with medications for pets through donated funds.

**Affordable Housing:** Some landlords are able to keep rents low enough to help people on fixed incomes. The office keeps a list of rentals and section 8 housing.

With ARRA dollars our agency is planning on repair work necessary for those folks whose property would otherwise be red tagged. Often relatively minor repairs to a dwelling will make a difference as to whether a senior or disabled person can stay in their own homes. Sarah pointed out that people suffering from HIV are part of that vulnerable population who need someone to make repairs or clear their lot.

6 & 7 of  
req. #3

**Mental illness responses:** Members of the local chapter of the National Alliance on Mental Illness (NAMI) and the Mental Health Board recruit and support community based participants. Lake County Mental Health Service has funded parent partners and advocates through one of their programs to provide guidance and support for parents whose children (even as adults) are dealing with mental illness. More effort is needed on

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req. #3

this side of the lake to get clients the help they need in a timely way but with funding cuts resources are limited.

**Community Gardens:** Hunger taskforce and the new county co-op are the two main organizations dedicated to providing community gardens in the area. The work both groups do is provided through volunteerism. At this time there isn't money available to support wages from community gardens. The vision and community effort is evolving and may provide casual work for people in the future.

**After School and summer time food for kids:** Nick has noticed more food is being prepared by volunteers at the drop-in-center. Because Lake County Community Action Agency is a food bank, we are able to provide healthy after school snacks for the teens.

Summer time food is being provided now as a result of our partnership with Konocti School District. Two hot meals per day are delivered to the drop-in-center for any child needing the food.

**Transportation needs:** We are able to provide bus passes for those who need rides to medical appointments. In extreme hardship we will drive a person to the emergency room at our local hospital. 8 of req. #3

**Water bill assistance:** Pamela brought up the fact last year she had a problem with meeting her payment to a Clearlake water company. She was updated at the meeting about our ability to cover the expense once a year for a family in trouble. Through Emergency Food and Shelter Program (FEMA) we are able to keep water turned on and people in their homes. Red tagging for lack of water puts people on the streets. 6 of req. #3

**Legal assistance:** If there have been misunderstandings or misrepresentations on either part of the two parties – renter or landlord – the agency's staff makes referrals to a live legal person to discuss and advise and/or provide landlord tenant legal forms for our clients.

**Income stabilization:** Steve noted that when a client is in a work program it makes a big difference as to the stability of the family. However, things can still go wrong if they are not clearly advised as to how a program works or if sudden medical issues occur that prevent immediate health care. Our staff looks for those cracks in a person's life and can ward off dilemmas by the experience they have with Social Services and other administrative county programs. 2 of req. #3  
6 of req. #3

| NAMES               | SECTOR   | TESTIMONY/CONCERNS  |
|---------------------|----------|---|
| Rich Adams,         | Business | As a business owner, Rich has seen the economic slide first hand. He has been a building contractor for years. He changed professions because new contracts in Lake County are very infrequent now. He is in a food catering business now with a business partner. The new company has noticed individuals buying take out food for families in financial trouble. Small communities often rally together to help their neighbors.  |
| Hedy Montoya,       | Public   | Foreclosures in Lake County are going to start rolling out again. There has been a moratorium on loan foreclosures for awhile. A quarter of the working population in Clearlake is unemployed. Countywide unemployment is at 16%. Catholic Charities is putting together a satellite office in Middletown in order to help more unemployed families in Lake County.   |
| Barbara Ringerberg, | Public   | Barbara represents Salvation Army in the area. She is supposed to provide services for the whole county. The problem is people can't get here from other areas very well. Barbara services a lot of people from Clearlake and funds go quickly for food vouchers and utility needs.   |
| Tom Ringerberg,     | Private  | No comments. Tom works in the casino business as security.  |
| Georgina Lehne,     | Public   | Food pantries that are near each other, as in Clearlake itself, should communicate more as to products they can provide or specialize in. Fresh produce for example, may come from Lake County Community Action Agency, where as dairy goods be provide at another source in town and whole grains from United Methodist Church and so on. The coordination of different resources could possibly give a better approach to food choices and less investment of the complete meals concept on the shoulders of a single pantry. |

Duplications of food products would be avoided. Pantries located in other towns, like Middletown, are too far from other pantries for such a program.

George Lehne, Private

George is the liaison for the disaster preparedness in the south lake area or district 1. He noted two challenges one is the fact the county gets limited funding from FEMA and two, the resources for the county are spread out over a wide rural area. For example the county will have a problem evacuating people with disabilities or getting supplies to them because of our rural terrain. If our county has a major quake we will be cut off from services coming by ground from outside our rural county. More has to be done to inform and train those interested in helping. The Health Dept. oversees the core plan. Social Services has some cots stored and our agency will coordinate with them. Social services; the fire departments store some other supplies; the Office of Emergency Services will be in charge of the rest. Crime is no longer just an urban problem. There are more signs of gang activities. George is trying to establish a neighborhood watch program in Hidden Valley.

## **Were Concerns Addressed in the CAP?**

### **Increased Needs**

More Needs must be met: Middletown in particular is experiencing a bigger demand for food and other services. The good news is that **Catholic Charities** is seeing and responding to the local safety net needs of the community. Catholic Charities has a close partnership with our agency. Often they provide shared emergency costs for our clients and vice versa. For example they might help with another motel night or utility expense for a client. Catholic Charities can also be flexible as special situations arise.

Hedy gave an update on **transportation solutions** mentioned at other meetings. The Lake County Transit Authority has given a grant to provide non-emergency rides to doctor appointments within Lake County. (the grant is similar to the InterFaith program that ended a few years ago).

### **Outreach of services**

A mobile service van could be a solution. It will be up to the new director coming into the regional office of Salvation Army. Barbara noted the money is there for Lake County. In addition, she would like to provide a mobile unit for showers and laundry needs since homelessness is on the increase.

May 5th Cont.

### **Disaster Preparedness**

Disaster training is essential for an event that requires organized volunteerism. The agency's volunteer website will play a big role in getting the right people as a network of trained leaders, in various neighborhoods. Because our county needs designated food storage locations, our agency's other role in preparedness efforts would be, along with other pantries throughout the county, to stock-up in case of food shortages.

George noted county locations have walkie-talkie systems, fire and rescue equipment. He is an advocate for training people in ham radio work for emergency services. He will be speaking on the May 21<sup>st</sup>. at the Hidden Valley Country Club. Hidden Valley has a population of approximately 7,000. New senior centers are being designed with dual features, **1.** emergency centers with generator capabilities, dialysis equipment, oxygen provisions etc. and **2.** regular senior centers. One of our board members is helping with illustrations as to how the new concept centers will look.

Immediate crime response is the most important factor to deterring gang related issues. George is promoting a Neighborhood Watch for his area of the south lake. Again, it will be the **volunteer exchange program** that will bring about success for local families regarding this issue.

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pg. 8 of  
req. #3

# Recap of Organization Concerns

| Recap of Organizations' Concerns in the Community |           |                   |
|---|-----------|-------------------|
| SERVICES  | Responses | *Level of Concern |
| <b>Employment</b>                                 |           |                   |
| Employment counseling                             | 4         |                   |
| Links to job opportunities                        | 5         |                   |
| Pre-employment training                           | 5         |                   |
| Re-entry to workforce                             | 4         |                   |
| Disabled Opportunities                            | 4         |                   |
| Part-time Work                                    | 3         |                   |
| Adequate wage/ benefits                           | 4         |                   |
| Childcare   | 3         |                   |
| Reliable transportation/ bus                      | 6         |                   |
| <b>Food</b>                                       |           |                   |
| Food Stamps                                       | 6         |                   |
| Emergency food box/ bags/ hot meals               | 12        | 2                 |
| Senior food programs                              | 9         | 5                 |
| Access to fresh produce                           | 9         | 5                 |
| <b>Housing</b>                                    |           |                   |
| Emergency Shelter                                 | 12        | 2                 |
| Temporary Housing                                 | 11        | 3                 |
| Affordable rentals/ Section 8                     | 6         |                   |
| Manufactured Home repair (seniors)                | 7         |                   |
| Assistance with utilities                         | 7         |                   |
| Weatherization                                    | 6         |                   |
| <b>Clothing</b>                                   |           |                   |
| Obtaining appropriate work items                  | 5         |                   |
| School clothes                                    | 5         |                   |
| Shoes   | 6         |                   |
| <b>Health</b>                                     |           |                   |
| Free nutrition information/ learning              | 6         |                   |
| Addiction treatment/ recovery                     | 8         | 6                 |
| <b>Health Cont.</b>                               |           |                   |
| Access to mental health services                  | 10        | 4                 |
| Dental care                                       | 13        | 1                 |
| Affordable health care                            | 12        | 2                 |
| Adequate home care/assisted living                | 11        | 3                 |
| Accessible medical care                           | 8         | 6                 |
| <b>Money Management</b>                           |           |                   |
| Knowledge of tax credits                          | 5         |                   |
| Budgeting assistance                              | 8         | 6                 |
| Credit repair information                         | 3         |                   |
| Asset building/savings                            | 7         |                   |
| <b>Children/ Youth</b>                            |           |                   |
| Affordable child-care                             | 7         |                   |
| Pre-school programs                               | 6         |                   |
| After school programs/recreational                | 9         | 5                 |
| Backpacks   | 7         |                   |
| <b>Training/ Education</b>                        |           |                   |
| GED/ABE   | 4         |                   |
| Vocational  | 9         | 5                 |
| Life skills                                       | 10        | 4                 |
| Parenting Classes                                 | 10        | 4                 |
| <b>Legal</b>                                      |           |                   |
| Legal services/divorces, support, etc.            | 3         |                   |
| Landlord/tenant services                          | 4         |                   |
| Senior services                                   | 8         |                   |
| <b>Crime</b>                                      |           |                   |

### Recap of Organization Concerns

|                                 |    |   |
|---------------------------------|----|---|
| Domestic Violence education     | 9  | 5 |
| Gang violence                   | 6  |   |
| Police response                 | 4  |   |
| <u>Other</u>                    |    |   |
| Disaster awareness/ preparation | 3  |   |
| Transportation for seniors      | 11 | 3 |

**\*1-6 one being the  
highest no.**

|   |
|---|
| <p style="text-align: center;"><b>Requirement 6</b><br/><b>MONITORING AND EVALUATION PLAN</b></p> |
|---|

**Attach** or type a **narrative description** of the specific method(s) of evaluation and monitoring that ensures program and fiscal performance in accordance with the objectives in your Community Action Plan.

The monitoring and evaluation plan shall ensure the following:

1. Data is collected to measure the progress of the agencies goals.

The LCCAA has updated its technology and installed a database that allows us to track the services provided to each client, including level of participation ("dose") and outcomes. We can cross-link the amount and type of services with client demographic information, if needed, to pinpoint which services are most effective with which types of clients. Staff collects client data at intake and at regular intervals during the course of a client's work with us. Client progress is reviewed at least monthly. Frequent, regular review helps ensure that we remain on track to achieve the goals and outcomes set forth in the NPI's. The Executive Director provides monthly reports to the Board of Directors and to the Executive Finance Committee.

In addition, the LCCAA has a contract with a local Certified Public Accountant who provides oversight of all financial reporting and ensures that the LCCAA complies with Generally Accepted Accounting Principles and maintains auditable records. She makes monthly reports to the Board of Directors and the Executive Finance Committee. The Executive Director consults with her frequently and monitors fiscal activity to make sure that proper fiscal procedures are being followed.

2. Ensure that reports are prepared and submitted to CSD in accordance with contract requirements.

The Executive Director and staff worked closely with our assigned CSD staff liaison and intend to work closely with the CSD during the upcoming reporting period or with the agency assigned to oversee us. Internally, we will continue with our successful calendaring system. We have developed an annual reporting calendar that highlights when the various reports are due. We then meet with staff members and establish interim due dates by which each must turn in their data and input to the Executive Director for inclusion in the various reports. Those dates are posted. Every staff member knows his or her responsibilities and those of his/her colleagues. Since so many programs are interconnected, integrating reporting responsibilities facilitates effective communication and timely reporting. This procedure is also in place for other required reports to grant makers, partners, and others.

Contractor Name: Lake County Community Action Agency  
 Contact Person and Title: Georgina Lehne  
 Phone Number: 707 995-2920 Ext. Number: 101  
 E-mail Address: georgina@lakepartnership.org Fax Number: 707 995-2825

**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.1: Employment**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

| National Performance<br>Indicator 1.1<br><b>Employment</b><br><br>The number and percentage of low-income participants in Community Action employment initiatives who get a job or become self-employed, as measured by one or more of the following: | 1<br><br>Number of<br>Participants<br>Projected to be<br>Served for<br>Contract<br>Period<br>(#) | Reporting<br>Period | 2<br><br>Number of<br>Participants<br>Enrolled in<br>Program(s)<br>in Reporting<br>Period<br>(#) | 3<br><br>Number of<br>Participants<br>Expected to<br>Achieve<br>Outcome in<br>Reporting<br>Period<br>(#) | 4<br><br>Number of<br>Participants<br>Achieving<br>Outcome in<br>Reporting<br>Period<br>(#) | 5<br><br>Percentage<br>Achieving<br>Outcome in<br>Reporting<br>Period<br>(%) |
|---|--|---------------------|--|--|---|--|
|   |  |                     |  |  |   |  |
| A. Unemployed and obtained a job  | 20   | Mid-Year            |  |  |   |  |
|   |  | Annual              |  |  |   |  |
| B. Employed and maintained a job for a least 90 days  | 12   | Mid-Year            |  |  |   |  |
|   |  | Annual              |  |  |   |  |
| C. Employed and obtained an increase in employment income and/or benefits   | 25   | Mid-Year            |  |  |   |  |
|   |  | Annual              |  |  |   |  |
| D. Achieved "living wage" employment and/or benefits  |  | Mid-Year            |  |  |   |  |
|   |  | Annual              |  |  |   |  |

*In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.*

|  |  |          |  |  |  |  |
|--|--|----------|--|--|--|--|
|  |  | Mid-Year |  |  |  |  |
|  |  | Annual   |  |  |  |  |

## NPI – 1.1

Lake County consistently reports higher unemployment rates than either the state or the nation. Our chronic economic weakness has been amplified by the ongoing recession. Small businesses are closing or laying off workers or cutting benefits. The school districts have laid off, or may be forced to lay off, administrators, teachers, counselors, aides, and paraprofessionals. Some County Departments have also cut staff. The State has cut Medi-Cal reimbursement for mental health services. As a result, Lake County Mental Health is in the process of laying off 17 workers. Lake Family Resource Center ("Lake FRC"), one of our largest non-profit agencies, is looking at over \$1 million in threatened cuts. All of these cuts and layoffs have ripple effects. The newly unemployed stop spending money; the businesses they no longer support have to cut their workers and the downward spiral continues. Many of the lost jobs are in health and human services, directly affecting the system's capacity to help low-income residents achieve self-sufficiency. We are looking at a self-perpetuating cycle of poverty.

1. Unemployment. As of May 2009, the County's unemployment rate was 15.5%, equaling 3,920 people looking for work. (This figure excludes people who have given up.) Except for one small town, every sub-County area reported double digit unemployment rates. Three were over 20%, spiking at 22.8%. The City of Clearlake, where LCCAA is headquartered, reported 21.4% unemployment or 960 residents looking for work, equal to nearly 25% of the County's unemployed. For comparison, in May 2008, the County's unemployment rate was only 9.6%, with only 2,340 people looking for work.

Agencies working with the unemployed report they are now serving people who had previously worked in construction, real estate, and related fields. Many have college or advanced degrees and good work histories. Many have lost everything they've worked for – jobs, health benefits, homes, savings, and self-esteem. They don't know how to access services, e.g., the LCCAA. The Arbor and DSS are now forming special Job Clubs for these "new unemployed."

2. Job Creation. Job creation cannot keep up with the demand for work. In the first quarter of 2008 (the most current data available), only 966 jobs were created, while 2,000 people were looking for work. It is highly likely that job creation dropped during 2008 - 2009, while the number of people looking for work nearly doubled. Data from 2001-2005 found that Lake County had a **net gain** of only 210 jobs. Most of the increases occurred in services; trade, transportation, and utilities; and government.

3. Employment and Job Market. Finding full-time, steady work, regardless of the pay scale, is a continuing local challenge. Finding and keeping full-time work that pays a living wage is even more difficult. The local job market remains unbalanced and dependent on tourism, small retail and service businesses, government, and agriculture. The Native American casinos comprise one of the larger job sectors. About 75% of local businesses are very small, with 1-4 employees. In 2007, at least 43% of businesses

were in the service sector, followed by retail trade at 18%, and construction at 12%. Service and retail jobs tend to be low-paying, part-time, and without benefits. All three job sectors have been hard-hit by the recession.

4. Incomes too low to support self-sufficiency. Lake County's median household income is \$38,113, about 63% of the state median. Per capita personal income is about \$30,077 (Department of Labor, Bureau of Economic Analysis, downloaded 6/18/2009). In 2007, the average wage (i.e., only earned income, excluding investments, social security, assistance, etc.) was \$32,022. Lake County falls far below the state's average wage of \$50,182. Further, there is a disturbing disparity between urban and rural average wages: residents of urban areas earn an average wage of \$50,484, while residents of rural areas earn an average wage of \$33,137. Contrary to what many people believe, rural life is not less expensive than urban life. Gasoline in Lake County costs most than gas in San Francisco. We heat with propane or wood, not natural gas. Public services are limited, as is public transportation.

According to the updated Self Sufficiency Standard for California 2008, many Lake County families cannot earn enough to sustain even a modest standard of living without supports. For example, a family of three with one adult, one infant, and one preschooler requires an annual income of \$46,230/year, which exceeds the average annual wage by \$14, 208 and is 252% of the Federal Poverty Level for a family of 3. The 2007 per capita income of \$30,077 was well-below self-sufficiency for families with only one wage earner and two children. Per capita income is likely to have dropped in 2008-2009.

5. Income Gap and Growth in the Poverty Population. Income inequality has grown nationwide over the last 20 years. Between 1995-2005 in California, the gross income of the top 1% increased from 25.5 times to 48.4 times the gross income of the middle class. Between 2000-2005, the number of severely poor grew nationwide by 26%.

Gender income inequality continues to affect Lake County residents. Full-time working women in Lake County earned about 67% of the annual average income of full-time working men (U.S. Census 2000). Income disparity affects women in all walks of life, from the single mother to the retiree. About 52% of Lake County children under 5 in families headed by single mothers were living in poverty (U.S. Census 2000). Older women are almost twice as likely as older men to be poor. They are more likely to rely on Social Security as their primary source of retirement income. Because their wages were low, their retirement income is also low [Aging in California (from the 2005-2009 State Plan on Aging)]. Both genders are coping with lost or reduced retirement income due to lost stock value. This newly-impooverished older adult population is now competing with its children and grand-children for the same entry-level, minimum wage jobs.

6. Free and Reduced Lunch. Free and reduced lunch rates are valuable indicators of our population's true poverty level. Children in families receiving welfare are eligible for free lunches. Children of the working poor are eligible for reduced lunch rates; this

figure helps quantify the number of families with a significant gap between income and actual family needs. The free and reduced lunch rates for the 8 school districts range from a low of 27.3% to a high of 81.4%. Seven of the districts had over 50% free/reduced, with four coming in at over 70%. The highest rates are reported by alternative schools, community schools, and some elementary schools. Some schools report 100% of students on free/reduced lunch.

7. Limited Local Resources. The LCCAA is the only Lake County non-profit dedicated to providing comprehensive services to the low-income community with the goal of facilitating self-sufficiency. Its services include helping low-income clients link to employment-related services and removing barriers to employment.

## **B. Program Activities and Delivery Strategies.**

As noted, the LCCAA cannot directly provide the full continuum of services our clients need to achieve self-sufficiency. However, we have extensive experience in networking with other agencies and groups providing employment assistance. These include the Workforce Investment Act One-stop Career Center (in Lakeport), The Arbor's JobZone and MiZone (serving youth 16-19 in families with parents on TANF), Lake County Office of Education, the two community colleges, and Lake FRC. Through WIA and JobZone, our clients are connected to the Employment Development Department, Department of Vocational Rehabilitation, and other agencies.

Our service delivery strategy starts with our location in downtown Clearlake, the County's largest population center and home to the County's largest number of low-income individuals. The LCCAA is located on a bus route, by a grocery store, and within easy walking distance of the Adventist St. Helena – Clearlake Family Health Clinic (medical, dental, and women's health care for the low-income population), LCMH, and an auto repair shop. It is convenient to the hospital, DSS, and Wal-Mart. One well-planned trip to the LCCAA can be very productive for individuals/families.

Our core service delivery strategy is ***direct personal assistance, linked to referrals.*** CSBG funding supports our reception staff and case managers. Every client is greeted at the door by a staff member or trained volunteer. Many of our staff and volunteers are former clients or consumers of services, providing positive role models for new clients. Stable staffing lets us develop strong, positive, stable relationships with our clients. Relationships are the key to success with the low-income population. Clients are welcome to drop-in and "test the waters" or to make appointments for services. Staff are trained to be adaptable, so they can provide clients with what they need, when they are ready to benefit from it.

Clients and staff identify what the client needs and wants. Staff put together referrals to applicable resources. They provide case-managed follow-up to make sure the referral works for the client and to help the client track his/her progress toward the chosen goals. Most of services received by our low-income clients are delivered via our partners through referrals and collaborations. In the employment area, our partners

provide counseling, assessments, employment development, On-The-Job Training, Work Experience (WIA Youth Program), vocational testing, education, and placements.

The LCCAA's direct services in this area include: reviewing and posting job listings; monitoring County job postings; and referring clients to appropriate opportunities. Staff help clients prepare résumés and job applications and review their work before they submit the documents to an employer. We operate a Clothes Closet with business-appropriate attire. Clients have access to a computer and telephone dedicated to on-line job searches and other job-related research, and to make it possible for clients to call on, or email regarding, job opportunities.

**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.2: Employment Supports**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

| National Performance  |   | 1   | Reporting Period | 2  | 3 |
|---|---|---|------------------|--|---|
| Employment Supports   | Number of Participants Projected to be Served for Contract Period (#) | Number of Participants Enrolled in Program(s) in Reporting Period (#) |                  | Number of Participants Achieving Outcome in Reporting Period (#) |   |
| The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action, as measured by <u>one or more</u> of the following: |   |   |                  |  |   |
| A. Obtained skills/competencies required for employment   | 22  | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| B. Completed ABE/GED and received certificate or diploma  |   | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| C. Completed post-secondary education program and obtained certificate or diploma   | 2   | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| D. Enrolled children in "before" or "after" school programs   | 15  | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| E. Obtained care for child or other dependant   |   | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| F. Obtained access to reliable transportation and/or driver's license   | 10  | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| G. Obtained health care services for themselves or a family member  | 100   | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| H. Obtained safe and affordable housing   | 30  | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| I. Obtained food assistance   | 200   | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| J. Obtained non-emergency LIHEAP energy assistance  | 60  | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| K. Obtained non-emergency WX energy assistance  | 20  | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |
| L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)  |   | Mid-Year  |                  |  |   |
|   |   | Annual  |                  |  |   |

In the rows below, please include any additional indicators for NPI 1.2 that were not captured above.

|  |  |          |  |  |
|--|--|----------|--|--|
|  |  | Mid-Year |  |  |
|  |  | Annual   |  |  |

**Problem Statement:**

Our low-income clients face many barriers to obtaining and maintaining employment, whether entry-level or better. These include: (a) lack of "soft skills" (punctuality, business manners, etc.); (b) lack of specific vocational skills, certificates, high school diploma/GED, and/or required college courses; (c) domestic violence; (d) alcohol and drug addiction; (e) lack of subsidized child care; (f) lack of affordable, reliable transportation; (g) lack of health care, especially dental care; (h) lack of safe, affordable, decent housing; and (i) lack of adequate, reliable supplies of nutritious food. Clients without skills and appropriate educational levels do not qualify for jobs. Clients coping with domestic violence may be unable to leave home or concentrate on work. Clients who are addicted to drugs or alcohol are deemed unreliable in the workplace. Often, they cannot muster the resources to get up, get clean and dressed, get to work on time, and be productive. Subsidized child care is essential to our workforce. They do not earn enough to pay for child care, but must have it to be able to work. Most clients have to rely on their own private vehicles, but cannot afford to keep them licensed, insured, and in good repair. Healthy people are better able to succeed at work; work can make health care accessible. Dental care is extremely important, as research shows that people with missing, chipped, or very misaligned teeth are less likely to be hired for better quality jobs. Safe, affordable, decent housing is fundamental. With it, people can stay clean, rested, take care of their children, and maintain a routine, giving them the stability they need to gain or retain employment. Adequate, nutritious food helps people stay healthy and strong, with the energy to work, study, and contribute to their communities. With the negative factors removed and the positive factors enhanced, our low-income clients are likely to succeed at gaining and retaining employment.

**Program Activities and Service Design:**

Our Program activities and service design combine direct services with case-managed referrals. Our trained staff and volunteers assist clients at our headquarters. Clients may start the process via drop-in or by appointment. Some clients know what they need, e.g., access to a computer. Others need assistance to identify their needs and plan how to meet them. Trained staff usually take over these cases to provide more intensive monitoring and case management. We develop an individualized plan that may cover a wide range of needs. Clients are referred to the services they need, from WIA to health care. At that point, the providers may refer them on to other providers, e.g., WIA to EDD or Vocational Rehabilitation. Staff follow-up with clients and providers to track the success of the referral and to quickly correct any problems that have arisen.

On-site, clients may use our facilities, e.g., the computer, telephone, job listings, etc. Transitional Shelter clients work with the Shelter case manager, since finding employment is essential for the transition to self-sufficiency back in the community. We also assist with business clothing from our Clothes Closet. We sponsor classes at our headquarters, covering the soft skills that businesses require of their employees, such

as punctuality, hygiene, dress codes, etc. Staff assist clients to prepare résumés and job applications and will also review drafts before clients submit them.

The LCCAA creates jobs and volunteer opportunities. We accept trainees referred by DSS's On-The-Job-Training program and WIA's Youth Program Work Experience program, among others. We place volunteers from the Transitional Shelter and Welfare-to-Work community service programs in work situations, as well. We welcome the opportunity to hire clients and graduates of our programs and those of our partners. As discussed, successful clients make outstanding employees, mentors, and role models for our low-income population.

**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.3: Economic Asset Enhancement and Utilization**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| National Performance Indicator 1.3  | 1   |                  | 2   | 3  | 4  | 5  | 6   |
|---|---|------------------|---|--|--|--|---|
| Economic Asset Enhancement and Utilization<br>The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following: | Number of Participants Projected to be Served for Contract Period (#) | Reporting Period | Number of Participants Enrolled in Program(s) in Reporting Period (#) | Number of Participants Expected to Achieve Outcome in Reporting Period (#) | Number of Participants Achieving Outcome in Reporting Period (#) | Percentage Achieving Outcome in Reporting Period (%) | Aggregated Dollar Amounts (Payments, Credits or Savings) (\$) |

**A. ENHANCEMENT**

|   |    |          |  |  |  |  |  |
|---|----|----------|--|--|--|--|--|
| 1. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits. | 20 | Mid-Year |  |  |  |  |  |
|   |    | Annual   |  |  |  |  |  |
| 2. Number and percentage obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.  |    | Mid-Year |  |  |  |  |  |
|   |    | Annual   |  |  |  |  |  |
| 3. Number and percentage enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.           | 20 | Mid-Year |  |  |  |  |  |
|   |    | Annual   |  |  |  |  |  |

*In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.*

|  |  |          |  |  |  |  |  |
|--|--|----------|--|--|--|--|--|
|  |  | Mid-Year |  |  |  |  |  |
|  |  | Annual   |  |  |  |  |  |

**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.3: Economic Asset Enhancement and Utilization**

| <b>National Performance Indicator 1.3 (Continued)</b>  | <b>1</b>   |                         | <b>2</b>   | <b>3</b>  | <b>4</b>  | <b>5</b>  | <b>6</b>   |
|--|--|-------------------------|--|---|---|---|--|
| <b>Economic Asset Enhancement and Utilization</b><br>The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following: | <b>Number of Participants Projected to be Served for Contract Period (#)</b> | <b>Reporting Period</b> | <b>Number of Participants Enrolled in Program(s) in Reporting Period (#)</b> | <b>Number of Participants Expected to Achieve Outcome in Reporting Period (#)</b> | <b>Number of Participants Achieving Outcome in Reporting Period (#)</b> | <b>Percentage Achieving Outcome in Reporting Period (%)</b> | <b>Aggregated Dollar Amounts (Payments, Credits or Savings) (\$)</b> |

**B. UTILIZATION**

|  |    |          |  |  |  |  |     |
|--|----|----------|--|--|--|--|-----|
| 1. Number and percent demonstrating ability to complete and maintain a budget for over 90 days   | 60 | Mid-Year |  |  |  |  | N/A |
|  |    | Annual   |  |  |  |  |     |
| 2. Number and percent opening an Individual Development Account (IDA) or other savings account and increased savings, and the aggregated amount of savings | 40 | Mid-Year |  |  |  |  |     |
|  |    | Annual   |  |  |  |  |     |
| 3. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings               | 40 | Mid-Year |  |  |  |  |     |
|  |    | Annual   |  |  |  |  |     |

**3. Of participants in a community action asset development program (IDA and others):**

|  |    |          |  |  |  |  |  |
|--|----|----------|--|--|--|--|--|
| a. Number and percent capitalizing a small business due to accumulated savings         |    | Mid-Year |  |  |  |  |  |
|  |    | Annual   |  |  |  |  |  |
| b. Number and percent pursuing post-secondary education due to savings                 |    | Mid-Year |  |  |  |  |  |
|  |    | Annual   |  |  |  |  |  |
| c. Number and percent purchasing a home due to accumulated savings                     |    | Mid-Year |  |  |  |  |  |
|  |    | Annual   |  |  |  |  |  |
| d. Number and percent of participants purchasing other assets with accumulated savings | 10 | Mid-Year |  |  |  |  |  |
|  |    | Annual   |  |  |  |  |  |

*In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.*

|  |  |          |  |  |  |  |  |
|--|--|----------|--|--|--|--|--|
|  |  | Mid-Year |  |  |  |  |  |
|  |  | Annual   |  |  |  |  |  |

## **NPI – 1.3 – Economic Asset Enhancement and Utilization**

### **Problem Statement:**

Lake County's low-income residents typically do not earn enough to maintain even a modest lifestyle for their families, as the *Self-Sufficiency Standard for California* discussed in the Needs Assessment demonstrated. They are highly vulnerable. A seemingly small setback, such as worn-out brakes or an alternator that quits, can be an economic crisis for a family without a safety net. Without a car, most families cannot get to work, health care, child care, etc., so one problem spirals into multiple crises. Our clients' incomes are typically too low to trigger the requirement to file tax returns, yet many would qualify for earned income tax or other credits if they did so. Our clients tend to live in substandard, poorly insulated housing. Some lack access to water and sewer. As noted, if a person's water is shut-off due to non-payment, the home can be "red-tagged" and the individual or family evicted. Lake County's harsh climate bounces from extreme cold and pouring rain and wind to extreme heat (up to 115° in summer). Without electricity or propane, people cannot heat or cool or cook. Therefore, the LCCAA works with clients to help them stretch their dollars and to link them to subsidies and resources that help them meet very basic needs: utilities and water.

LIHEAP funding is administered by North Coast Energy, which is based in Mendocino County. The PG&E Reach program has been re-instated in Lake County, but funding is limited. Weatherization is also administered by North Coast Energy. NCE's funding and staff must try to cover two counties, from the Coast to the mountains. The Emergency Shelter and Food Program grant funds some direct assistance with water bills.

Many clients have never learned how to budget, so they tend to run out of money every month even when no crisis has occurred. Many do not have a savings account, due to mistaken beliefs that they can't do it, will never have enough money, or the bank won't allow it, since clients with bad credit are not allowed to open checking accounts.

### **Program Activities and Delivery Strategies:**

The LCCAA plans to expand its services in this area, due to an infusion of funding from the ARRA. Our continuing services include:

- ✓ Informing clients about tax credits and referring them to tax preparers, if needed.
- ✓ Assisting clients to prepare applications for LIHEAP and forwarding the applications directly to NCE
- ✓ Referring clients to NCE's weatherization program
- ✓ Assisting clients to apply for REACH
- ✓ Paying water bills and, whenever possible, doing so in time to avoid reconnect fees
- ✓ Encourage clients to use the CARE discounts

- ✓ Assist the Transitional Shelter clients to prepare budgets, monitor their progress, and help them stay on track during their 90 days in the program.
- ✓ Provide classes on money management and budgets to Transitional Shelter clients and to our general population clients, with follow-up as requested
- ✓ Assist Transitional Shelter clients to set-aside money for rent and other expenses while they are in the shelter. The LCCAA has an escrow account for them, so they cannot withdraw the money while still in the Shelter.
- ✓ Assist all clients to develop savings strategies, such as having automatic direct deposit to a savings account so the money is set aside with each pay period, getting into the habit of "paying yourself first", or even setting up a change jar and dumping the week's change in it. Even \$200-\$500 is a substantial safety net for our families.
- ✓ Nutrition education, to help clients learn how to choose foods with the greatest nutritional benefit for the money, i.e., potatoes, not potato chips. As discussed elsewhere, we hope to implement cooking demonstrations using the Emergency Pantry food bundles.

LIHEAP, REACH, water bill assistance money, and weatherization support are typically fully expended before the end of each fiscal year.

Proposed new services, contingent upon receipt of promised funding, include:

- ✓ Making rent or mortgage payments to enable individuals or families to stay in their homes, stabilizing their lives and supporting their continued employment and their children's enrollment in school. Payments will be made directly to the landlord or mortgage holder. Funding will be provided by the Emergency Food & Shelter Program, starting in calendar year 2009.
- ✓ Partnering with Habitat For Humanity, the Konocti Unified School District's Career Tech Construction Pathway program, and DSS's Welfare-to-Work program to employ contractors and crews to repair or retrofit the homes of low-income residents. Priorities will include: (a) rectifying code abatement issues to avoid "red-tagging" and eviction; and (b) retrofitting homes to be handicap-accessible, e.g., wheelchair ramps, removal of door thresholds, bathroom adaptations, etc. This program will also allow residents to remain in safe, habitable dwellings, stabilizing their lives and also improving the quality of the County's aging housing stock. This program is also funded by ARRA and is scheduled to start July 1, 2009.

These programs are also contingent upon our partners' continuing capacity to offer services, which is jeopardized by ongoing funding cuts.

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**Goal 2: The conditions in which low-income people live are improved.**

**NPI 2.1: Community Improvement and Revitalization**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| National Performance<br>Community Improvement and Revitalization   |   | 1<br>Number of<br>Projects<br>Projected for<br>Contract<br>Period<br>(#) | Reporting<br>Period | 2<br>Number of<br>Projects or<br>Initiatives<br>(#) | 3<br>Number of<br>Opportunities<br>and/or<br>Community<br>Resources<br>Preserved or<br>Increased<br>(#) |
|--|---|--|---------------------|---|---|
| Increase in, or safeguarding of threatened opportunities and community resources or services for low-income people in the community as a result of community action projects/initiatives or advocacy with other public and private agencies, as measured by <u>one or more</u> of the following: |   |  |                     |   |   |
| A. Jobs created, or saved, from reduction or elimination in the community.   | 2 |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.  | 2 |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| C. Safe and affordable housing units created in the community  |   |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| D. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by community action activity or advocacy   | 1 |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination.   |   |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| F. Accessible safe and affordable childcare or child development placement opportunities for low-income families created or saved from reduction or elimination.   |   |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination.   | 1 |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |
| H. Accessible new, or expanded transportation resources or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.  |   |  | Mid-Year            |   |   |
|  |   |  | Annual              |   |   |

|  |  |          |  |  |
|--|--|----------|--|--|
| I. Accessible or increased educational and training placement opportunities or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy and life skill training, ABE/GED, and post-secondary education. |  | Mid-Year |  |  |
|  |  | Annual   |  |  |

*In the rows below, please include any additional indicators for NPI 2.1 that were not captured above.*

|  |  |          |  |  |
|--|--|----------|--|--|
|  |  | Mid-Year |  |  |
|  |  | Annual   |  |  |

## **NPI 2.1      Community Involvement and Revitalization.**

### **Problem Statement:**

Lake County, like other rural areas in California and the nation, is facing the probable loss of long-established services and providers at a time when needs are rising. We have always struggled with the fact that this isolated rural county has limited resources and high needs. This unfortunate fact directly affects the quality of life here. For example, LCMH is planning to cut 17 staff, yet mental and behavioral health problems are increasing. Our domestic violence shelter expects to have paid staff only two days per week, depending on volunteers for the other days. It will cut all programming. Previously, shelter residents received counseling, assistance with drug and alcohol issues, employment and job support, and re-entry planning. The LCCAA and its stable core funding are more essential to our community than ever.

Obtaining the skills required to secure and maintain employment, at any level, typically requires multiple supportive services at least initially. As clients progress toward self-sufficiency, they continue to require at least some assistance to stay on track. Too often, when people progress out of poverty and into the working poor, they lose income-eligibility for child care, after school programs, and other services, but can't pay for them. Key supportive services include: (a) subsidized child care, including before-and-after school; (b) transportation; (c) access to health care; (d) affordable, safe, decent housing; and (e) adequate supplies of nutritious food. One financial reverse can destabilize a family for months or even lead to homelessness.

Our Needs Assessment documented the growing problems of homelessness and housing insecurity. Our risk factors include: (a) housing costs that consume more than 30% of a family's income (both renters and owners); (b) a wave of foreclosures that has generated the "new homeless", formerly prosperous professionals in deep shock; (c) dilapidated housing stock that is being "red-tagged", with occupants evicted; (d) possible closure of resorts, certain mobile home parks, and motels to long-term occupancy; and (e) lack of adequate housing to replace the red-tagged and closed spaces. During the public meetings held in connection with this CAP, community members reported significant problems with accessing weatherization. One reported a 2 and ½ year wait between her first application and receiving services. She was required to re-apply every 30 days for the entire period. Others also reported significant delays in this area.

Agencies are also coping with the loss of general operating funds, leading to possible problems of paying rent, utilities, supplies, administration, and overhead required to keep programs available. As noted, the LCCAA operates the only transitional housing shelter in the County. It has 5-units and can serve about 18-20 individuals. There are no homeless shelters. There is only one Safe House for homeless, runaway, or throwaway youth. LCMH also offers transitional housing for its clients, contingent upon continued MHSA funding.

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Because the needs are so extensive and funding is limited, the LCCAA will continue to focus its efforts on priority areas where we can make a difference.

### **Program Activities and Delivery Strategies:**

Our core delivery strategy remains one-on-one direct client contacts, follow-up, and case managed supports. We build respectful relationships, learn what our clients' strengths and goals are, and help them plan to meet them. Staff assists clients to apply for services. In the case of North Coast Energy, they directly forward completed applications to the agency. We pay water bills directly. The increased Emergency Food & Shelter Program will allow us to make rent or mortgage payments on behalf of our clients to protect them from homelessness. Our new Youth Services program and Youth Center provide low-cost (or free) after school care for youth aged 10-16. Our program includes homework help, safe places to study, recreation, enrichment, and nutritious food. We have created a gang-free, violence-free zone for all, with youth strongly enforcing these norms.

*Preservation of, and access to, community resources.* We leverage our core funding through referrals to a wide array of direct service providers, most of whom have been partners for years. Key partners include: (a) Healthy Start and its collaborative network, providing health care, dental care, anti-lice services, clothing, hygiene, and family support services to children aged 0-18 and their families; (b) North Coast Opportunities -Rural Communities Child Care, Resource and Referral, and Head Start, linking clients to subsidized child care; (c) North Coast Energy (LIHEAP, weatherization); (d) Lake County Office of Education ("LCOE"), Child Development Division, for state preschools and after school programs; (e) DSS, for Section 8 Housing vouchers for Transitional Shelter clients, plus other aid; and (f) LCOE, the community colleges, WIA, JobZone, and the schools districts' adult schools for educational and training placement opportunities, from GED preparation to post-secondary education.

*Housing access.* The LCCAA continues to network and advocate for low-income clients to increase their access to subsidized low income housing, Section 8 housing, and other resources. We help ensure that the housing needs of the low-income community are incorporated into County and City planning. The County and City of Clearlake have coordinated the development of low-income rental housing in Clearlake and elsewhere. These attractive developments offer a range of dignified, well-designed, and family-friendly options. However, they also impose stringent credit and criminal background requirements that disqualify a significant portion of their applicants (and our clients). Clients who have successfully transformed their lives find their prior behavior continues to limit their access to a better life. The LCCAA staff work with clients to help them cope with these challenges. We also connect low income families with opportunities to participate in Habitat For Humanity, building their own homes.

*Housing unit improvement.* During the upcoming project period, we intend to improve housing units in the community, making them safer and keeping them affordable. With

the new ARRA funding, we will make direct rent and mortgage payments and pay for home repair/retrofit services to keep clients stable in their homes. During the upcoming project period, we will explore how to create in-County weatherization services. Finally, we assist clients to obtain drivers' licenses and, to a limited extent, provide bus and gasoline vouchers.

All services remain contingent upon funding. The CSBG provides the stability and continuity that empowers the LCCAA to develop new programs, provide advocacy and networking to link partners with each other and with clients, and to monitor and improve activities as needed. It is the "seed money" that makes all of these programs and services possible.

**Goal 2: The conditions in which low-income people live are improved.**

**NPI 2.2: Community Quality of Life and Assets**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

| National Performance<br>Indicator 2.2<br>Community Quality of Life and Assets   |  | 1<br>Number of<br>Programs<br>Projected for<br>Contract<br>Period<br>(#) | Reporting<br>Period | 2<br>Number of<br>Program<br>Initiatives or<br>Advocacy<br>Efforts<br>(#) | 3<br>Number of<br>Community<br>Assets, Services<br>or Facilities<br>Preserved or<br>Increased<br>(#) |
|---|--|--|---------------------|---|--|
| The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured by <u>one or more</u> of the following: |  |  |                     |   |  |
| A. Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets                      |  |  | Mid-Year            |   |  |
|   |  |  | Annual              |   |  |
| B. Increase in the availability or preservation of community facilities   |  | 2  | Mid-Year            |   |  |
|   |  |  | Annual              |   |  |
| C. Increase in the availability or preservation of community services to improve public health and safety   |  |  | Mid-Year            |   |  |
|   |  |  | Annual              |   |  |
| D. Increase in the availability or preservation of commercial services within low-income neighborhoods  |  |  | Mid-Year            |   |  |
|   |  |  | Annual              |   |  |
| E. Increase or preservation of neighborhood quality-of-life resources   |  | 1  | Mid-Year            |   |  |
|   |  |  | Annual              |   |  |
| In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.   |  |  |                     |   |  |
|   |  |  | Mid-Year            |   |  |
|   |  |  | Annual              |   |  |

## **NPI – 2.2: Community Quality of Life and Assets**

### **Problem Statement:**

Low-income communities and neighborhoods typically lack the amenities that more prosperous areas take for granted. Lake County and its residents continue to struggle with quality-of-life and insufficient assets. Although each town is different, they have some common challenges, including: (a) no public community centers; (b) no public recreation programs; (c) no shuttle buses within each town and limited public transit between towns; (d) only two public pools for the entire County; and (e) no YWCAs, YMCA's, or comparable facilities. The only water park, a key source of entry-level jobs and summer-time recreation, was closed years ago. Despite efforts to move it or create another, it remains shutdown and the equipment may no longer be repairable. There is a continuing discrepancy between the amount of child care needed and that available. Comprehensive, community-based after school programs for older youth are very important. The critical after school period is the time when unsupervised youth experiment with drugs, alcohol, sex, crime, violence, gangs, and other risky behaviors.

The County has some remarkable quality-of-life assets, however, including its unspoiled natural beauty, extensive forests and mountains, cleanest air in the state, and Clear Lake. Highlights include: (a) a ring of beautiful County parks right on the lake, free and accessible to all; (b) Redbud and Austin Park in Clearlake, also free; (c) Westside Community Park in Lakeport, a public-private partnership that offers soccer and baseball fields, walking and hiking trails, and other amenities; (d) Rodman Slough and other areas preserved by the Land Trust; (e) Anderson Marsh State Park and Audubon Sanctuary. Mt. Konocti is in the process of being preserved and protected for future generations. Most of the parks are free or charge a minimal fee.

The County's cultural resources include: (a) the Arts Council; (b) museums; (c) the Children's Museum of Art and Science (operating programs at Anderson Marsh State Park); (d) the Art & Nature Walk in Middletown; (e) the Lower Lake Schoolhouse Museum and Theater; (f) the Soper-Reese Theater (being renovated as a top-quality regional venue); and (g) the renovated Taylor Observatory and Planetarium, among others. The County Library has branches in Clearlake, Lakeport, Middletown, and Upper Lake. The network of Senior Centers provides recreation, socialization, and access to services to seniors throughout the County. The Skateboard Park in Clearlake has been repaired and re-opened. The two public pools continue to operate; one has been substantially renovated and made handicap-accessible.

There are small recreation and activities programs for youth. Both Boy Scouts and Girl Scouts have troops here. The various private sports leagues include Konocti Basketball League, Kelseyville Soccer, and so forth. We have 4-H and Future Farmers. LCOE operates a comprehensive after school program for students aged 5-11; Lakeport has a comparable program. The LCCAA's Youth Services Program has filled the void created when the national organizations of the Boys and Girls Club and Big Brothers/Big Sisters withdrew our chapters' national affiliations due to their small size. Hiking in the parks,

forests, and woods, kayaking on the lakes, and fishing are free or low-cost recreational activities. Fishing is a major source of recreation, although it can be costly. The Senior Centers open their facilities to public meetings, conferences, benefits, etc., when feasible.

The ongoing barrier is lack of transportation for low-income residents to use and enjoy the available community assets. In most towns and even the cities, it is impossible to walk to recreation. Very few streets have sidewalks. Many revert to unpaved, unlit roads just blocks from the center of town, including both the Cities of Clearlake and Lakeport. Extreme weather also makes it difficult for residents to get to and enjoy community life.

### **Program Activities and Delivery Strategies:**

The LCCAA's modest budget compared to its high client base and their high needs require us to be very selective in how we develop new assets. The strategies that we will continue to use are: (a) increasing clients' access to existing resources; (b) including housing needs in our internal assessments and plans; and (c) advocating with County and City governments and departments to help improve and/or increase community assets and quality-of-life. The LCCAA's advocacy helps ensure that the needs of the low-income community are incorporated into County and City planning and assessments. Our direct services include assisting clients to obtain reliable transportation, drivers' licenses, and bus passes. Clients can use the LCCAA telephones to make appointments with the DMV and can study in our commons areas.

The LCCAA is careful to avoid over-extending its limited resources by creating new assets that will have to be sustained. However, the LCCAA is successfully operating a Youth Center in Clearlake, with plans to open satellite sites in Middletown and Clearlake Oaks. These Centers are major contributions to community assets and quality-of-life. Their programs include Boys & Girls and Big Brothers/Big Sisters types of services. The Safe House for homeless, runaway, and throwaway youth represents a major step forward in community quality-of-life.

*Non-Profit Village (working title):* The LCCAA is working with the Board of Supervisors to secure land, permits, utilities, and funding to develop a planned community in the Clearlake area. It will have emergency, transitional, and supported housing options co-located with key services. The development will be "green" and is intended to be a net-energy producer when completed. We have been offered a free Feasibility Study, tentatively scheduled for completion in 2009-2010. This Study will tell us if the Non-Profit Village is a realistic project.

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**Goal 3: Low-income people own a stake in their community.**

**NPI 3.1: Community Enhancement Through Maximum Feasible Participation**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| National Performance Indicator 3.1   | 1   |                  | 2                                 |
|--|---|------------------|-----------------------------------|
| Community Enhancement Through Maximum Feasible Participation   | Total Number of Volunteer Hours Projected # | Reporting Period | Total Number of Volunteer Hours # |
| The number of volunteer hours donated to Community Action  |   |                  |                                   |
| The total number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.) | 2000  | Mid-Year         |                                   |
|  |   | Annual           |                                   |
| In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.  |   |                  |                                   |
|  |   | Mid-Year         |                                   |
|  |   | Annual           |                                   |

### **NPI 3.1: Community Enhancement Through Maximum Feasible Participation**

#### **Problem Statement:**

Lake County has a high proportion of low income residents. Many moved here in the expectation that life in a rural area would be less expensive and safer. Working class retirees came here in the belief that their small pensions would go farther here. The struggle to escape poverty has not been successful for many residents. We have an entrenched intergenerational culture of poverty. Over the last few years (and pre-recession), there has been increased socio-economic stratification, with the well-to-do and middle class increasingly separating themselves from the low-income community. Despite that, however, we still have a strong small-town culture, drawing people together across all socio-economic boundaries in the pursuit of the common good. People work together, volunteer to get things done, and join in the annual round of events and activities. Most residents simply accept their low-income neighbors as friends and co-workers, with the same values and challenges as any other group.

Many of the low-income individuals served by the LCCAA and our partners want to be able to give back to the organizations that have assisted them or to their communities, schools, and neighborhoods. Low-income residents can be as civic-minded and active as their more prosperous peers, but they have to overcome more barriers to participation. These barriers are personal and practical. Many residents are very wary of authority. They have to carve out time to become involved from an overwhelming agenda of trying to make ends meet with insufficient resources. The time consumed in navigating the support system leaves them with little to spare. Lack of reliable transportation adds a further barrier, as do the variable and unreliable work schedules imposed by some employers. The low-income culture focuses on "getting things done", not theory, planning, assessment, and systems change. To attract and retain volunteers, we have to provide concrete, discrete projects that result in visible, measurable products and changes.

#### **Program Activities and Delivery Strategies:**

The LCCAA makes volunteerism part of its programs and norms. We believe that the opportunity to give back to the community helps low-income clients see themselves as contributors, not consumers. Through volunteerism, they discover their own resources and strengths, reinforcing their motivation to work and succeed at their own goals. They can develop job skills and increase employability, lead to stronger résumés, and provide volunteers with references and contacts for work and social networking. Our specific activities and strategies that promote volunteerism throughout our programs are listed below, as follows:

1. Our Board is all-volunteer, donating their time and expertise. They model the behavior we seek to inculcate in our clients.

2. Transitional Shelter residents agree to provide a certain number of volunteer hours each week, which may be negotiated depending on their work, education, welfare-to-work, and court-ordered commitments. They maintain the shelter garden, pick up the area, and clean-up their units when they vacate the premises.
3. New Beginnings clients volunteer their time at the LCCAA headquarters and outreach programs, such as the Commodities Supplemental Food Program, Farm-to-Families, general office duties, and working in the Clothes Closet.
4. The LCCAA creates opportunities for other groups to provide volunteers for our programs. Our support network includes the local high schools, service clubs, and civic groups, e.g., Rotary Clubs and the Friends of the Safe House. Examples of how these opportunities generate volunteer hours for programs serving the low-income community include:
  - Through our network, we receive significant donations of time each year for the food distribution programs and the Christmas Holiday and food giveaway.
  - AmeriCorps places members with us to help with food giveaways at Christmas.
  - Rotary donates labor to help landscape and upgrade the Youth Center.
  - Friends of the Safe House and their networks donate time to repair the new Safe House, build storage for the residents, clean up the gardens, move furniture, install appliance, and generally prepare the Safe House to house youth.

Contingent upon continued funding, the LCCAA intends to continue providing at least the same or comparable opportunities during the upcoming program years.

5. W.C. Carlé, the local alternative high school, has designated the LCCAA as a qualified provider of community service opportunities. In the past, students have repainted the entire Transitional Shelter. Many had lived there. They expressed their satisfaction at having the opportunity to give back to the place that had helped them.
6. The LCCAA and AmeriCorps have agreed to share a member's service hours starting Fall 2009. AmeriCorps will place a member two days/week at the LCCAA to assist with a variety of activities and services, as needed. The member's remaining two days will be allocated to AmeriCorps activities.
7. Contingent upon the success of the AmeriCorps arrangement and funding, the LCCAA intends to recruit a Vista Volunteer to support its programs.

Our Executive Director and Assistant will continue to invest time and effort to maintain and expand our positive relationships with civic-minded groups Countywide.

**Goal 3: Low-income people own a stake in their community.**

**NPI 3.2: Community Empowerment Through Maximum Feasible Participation**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| <b>National Performance Indicator 3.2</b><br><br><b>Community Empowerment Through Maximum Feasible Participation</b><br><br>The number of low-income people mobilized as a direct result of community action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following: | <b>1</b><br><br><b>Number of Low-Income People Projected for Contract Period (#)</b> | <b>Reporting Period</b> | <b>2</b><br><br><b>Number of Low-Income People Achieved in Reporting Period (#)</b> |
|--|--|-------------------------|---|
| <b>A.</b> Number of low-income people participating in formal community organizations, government, boards or councils provide input to decision-making and policy setting through community action efforts   | 6  | Mid-Year                |   |
| <b>B.</b> Number of low-income people acquiring businesses in their community as a result of community action assistance   |  | Annual                  |   |
| <b>C.</b> Number of low-income people purchasing their own homes in their community as a result of community action assistance   |  | Mid-Year                |   |
| <b>D.</b> Number of low-income people engaged in non-governance community activities or groups created or supported by community action  |  | Annual                  |   |
|  |  | Mid-Year                |   |
|  |  | Annual                  |   |
| <i>In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.</i>   |  |                         |   |
|  |  | Mid-Year                |   |
|  |  | Annual                  |   |

## **NPI 3.2: Community Empowerment Through Maximum Feasible Participation**

### **Problem Statement:**

**Lack of experience in civic activities.** As discussed, low income residents must overcome many barriers in order to participate in formal community organizations, governments, et al., whether in governance or non-governance capacities. They have relatively few opportunities to have a voice in the operations of the groups that make policy and decisions for the County, the two Cities, and the towns. Often, their insights are discounted or disregarded by these bodies, despite their "real-world" experience. On a personal level, low-income residents can feel "outclassed" and intimidated in their efforts to participate. Many are unfamiliar with, or cannot handle the formalities of, meetings, Robert's Rules of Order, and the like. Many have never participated in community groups or boards, even in school.

**Practical barriers.** Practical barriers to participation include the burden of finding transportation and child care in order to attend meetings. Many agency boards and the Board of Supervisors meet during business hours, so most working people cannot attend. Even the less-formal groups, such as Rotary or various volunteer organizations, can be intimidating. The barriers to participation are the same, regardless of the nature of the group.

**Barriers to home ownership.** Home ownership is recognized as a path to community ownership. Home owners are considered as having an investment in their communities. Their voices and input are more heavily weighted than those of renters or the homeless. Home ownership creates credibility. It may also provide a powerful incentive to get involved with groups whose decisions will affect the value or security of this major investment. However, home ownership is challenging to low-income residents. As documented in the Needs Assessment, home prices are still out of reach for most Lake County residents, despite the drop in housing prices. Some are able to take advantage of foreclosed bargains for now. Barriers to home ownership are substantial for our clients. These include lack of credit, lack of adequate savings, unstable work records and work situations. Even those who can qualify are intimidated by the application process.

### **Program Activities and Delivery Strategies:**

The LCCAA encourages low-income individuals to participate in community organizations, whether government, formal, or informal. Our Board expressly mandates that the agency support and guide individuals who want to be part of such efforts. We provide supported opportunities within the organization, so individuals can gain experience and confidence to apply outside the LCCAA umbrella. Examples of the opportunities provided include:

1. We reserve seats on the LCCAA Board for low-income individuals, both clients and graduates.

2. We encourage parents to serve on our Youth Services Advisory Committee, as positions become available.
3. We recruit low-income and homeless individuals to serve on our Emergency Food & Shelter local Board.
4. As noted, Transitional Shelter clients, local high school students, and beneficiaries of our services are given opportunities to serve as volunteers. These opportunities give them direct experience with how non-profits operate and personal contacts with non-profit staff and leadership. These relationships help them overcome barriers of unfamiliarity and lack of confidence, leading to more outreach and engagement, whether inside or outside the LCCAA umbrella.
5. Our Executive Director is the head of the local FEMA board and maintains two spaces for low-income individuals on that board.
6. Our staff's responsibilities include encouraging individuals to find opportunities to serve and assisting them to overcome barriers to participation. Our clients gain experience and confidence by working together to participate in group activities and advisories in our Transitional Shelter, Youth Services program, and other in-house programs. We provide business-appropriate clothing so clients will be comfortable at formal meetings, such as the Board of Supervisors. We also help clients choose among opportunities. We have found that low-income residents do best when they are participating in groups that directly affect their lives, such as the Emergency Food & Shelter Board and/or which are focused on a specific, measurable, attainable goal, such as re-furbishing and re-opening the Skate Park.

Home ownership is another traditional pathway to community participation. We assist clients to manage their money and to plan for their futures, which can include home ownership. We help clients to obtain clean credit histories and ratings, which are prerequisites to many jobs, subsidized and non-subsidized housing, home ownership, and even security clearances. Our work with DSS links clients with the First-Time Home Buyers Assistance program, which can bridge the financial gap for certain clients. Our expanded partnership with Habitat For Humanity and the Konocti Unified School District's Career Tech Construction pathway is expected to increase the opportunities for low-income residents to build and own their own homes or condominiums or town houses. They will be stakeholders in their neighborhoods. Some will participate in Homeowners' Associations and Tenants' Associations.

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**Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.**

**NPI 4.1: Expanding Opportunities through Community-Wide Partnerships**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
SEE ATTACHMENT

| National Performance<br>Indicator 4.1   |  | 1  |                     | 2   |
|---|--|--|---------------------|---|
| Expanding Opportunities Through Community-Wide Partnerships   |  | Number of<br>Partnerships<br>Projected for<br>Contract Period<br>(#) | Reporting<br>Period | Number of<br>Organizational<br>Partnerships<br>Achieved in<br>Reporting Period<br>(#) |
| The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes. |  |  |                     |   |
| A. Non-Profit   |  | 40   | Mid-Year            |   |
|   |  |  | Annual              |   |
| B. Faith Based  |  | 10   | Mid-Year            |   |
|   |  |  | Annual              |   |
| C. Local Government   |  | 4  | Mid-Year            |   |
|   |  |  | Annual              |   |
| D. State Government   |  | 1  | Mid-Year            |   |
|   |  |  | Annual              |   |
| E. Federal Government   |  | 1  | Mid-Year            |   |
|   |  |  | Annual              |   |
| F. For-Profit Business or Corporation   |  | 15   | Mid-Year            |   |
|   |  |  | Annual              |   |
| G. Consortiums/Collaboration  |  | 5  | Mid-Year            |   |
|   |  |  | Annual              |   |
| H. Housing Consortiums/Collaboration  |  | 1  | Mid-Year            |   |
|   |  |  | Annual              |   |
| I. School Districts   |  | 3  | Mid-Year            |   |
|   |  |  | Annual              |   |
| J. Institutions of post secondary education/training  |  | 1  | Mid-Year            |   |
|   |  |  | Annual              |   |

|  |    |          |  |
|--|----|----------|--|
| <b>K.</b> Financial/Banking Institutions   | 2  | Mid-Year |  |
|  |    | Annual   |  |
| <b>L.</b> Health Service Institutions  | 2  | Mid-Year |  |
|  |    | Annual   |  |
| <b>M.</b> State wide associations or collaborations  | 1  | Mid-Year |  |
|  |    | Annual   |  |
| <b>The total number of organizations CAAs work with to promote family and community outcomes</b> | 86 | Mid-Year |  |
|  |    | Annual   |  |

*In the rows below, please add other types of partners with which your CAA has formed relationships that were not captured above. Please describe these partnerships in Goal 4 Notes.*

|  |  |          |  |
|--|--|----------|--|
|  |  | Mid-Year |  |
|  |  | Annual   |  |

## **NPI 4.1: Expanding Opportunities Through Community-Wide Partnerships**

### **Problem Statement:**

Lake County combines high-needs with low-resources, creating chronic shortages of essential services. However, the County's service providers have developed a strong collaborative network which has nearly two decades of success in creating and adapting services to meet changing needs. Working together creates efficiencies of scale, leverages resources, and integrates services. However, none of these refinements can replace adequate stable funding.

Whether formally or informally, agencies, businesses, and civic groups try to work together. However, each has its own mandates (some dictated by funders), its own clients, and its own fundraising requirements. It takes continuing planning and reinforcement of the collaborative ideal to prevent collaboratives and partnerships from fragmenting when resources dry up. So far, Lake County has remained a collaborative culture, with agencies sharing information, resources, and funding opportunities.

Due to the prevalence of low-income residents in the County, most agencies will be serving low-income clients, whether they are designed to do so or not. Therefore, collaboratives and partnerships must consciously include planning and delivery of services to low-income residents in their activities. This requires ongoing investment in maintaining awareness, collaboration, and partnerships to benefit the low-income community and/or the groups serving it. The LCCAA is the hub of the collaborative network serving the low-income community. It links the low-income community, the providers serving it, and the greater community, creating community-wide partnerships that serve all of Lake County's low-income residents.

The LCCAA has organized community-wide partnerships to fill prioritized gaps in services and create opportunities for low-income residents and the community alike. These include:

- ✓ The Food Program, with its four components: Emergency Food Program, Food Pantries, Commodities Supplemental Food Program, and Farm-to-Family, supplemented by Nutrition Education, described in Requirements 1 and 3. The Food Program has at least 24 partners, providing food and distribution.
- ✓ New Beginnings, the only drug and alcohol treatment program tailored to the needs of mothers battling alcoholism and drug addiction (both prenatally and postpartum), including both residential and day treatment programs (described in Requirements 1 and 3). New Beginnings continued the work of the Drug Abuse Alternatives Center, which had operated in the County for 14 years until its Santa Rosa administration withdrew. Local DAAC staff sought help from the community and chose the LCCAA, which responded. New Beginnings offers: Prenatal Day Treatment, Transitional Living Center, Konocti School-Based Program, and court-ordered Drug Dependency Diversion. Its partners include: the courts, the schools, Alcohol and Other Drug Services, LCMH, Lake Family

Resource Center, Public Health, Department of Social Services, and Konocti Unified School District.

- ✓ The Youth Services program and Youth Center (described in Requirement 1 and 3), which operates the Youth Center and the Mentoring Program, replacing Big Brothers/Big Sisters and the Boys & Girls Club. The Youth Services program was developed and is sustained with extensive community support.
- ✓ The Safe House for homeless, runaway, and throwaway youth, developed to meet the community need, with the enthusiastic support of the all-volunteer Friends of the Safe House, LCCAA graduates, formerly homeless youth, high school staff, community volunteers, Rotary, a local philanthropist, and many others.

### **Program Activities and Delivery Strategies:**

***Resource Directory:*** The LCCAA will continue to update and publish its Resource Directory, available in hard-copy, CD, or on-line. Agencies and community members use it to find available resources and make contacts. Agencies which participate in the Directory receive a CD or electronic copy and are free to reproduce it as needed. DSS downloads it to their Eligibility Workers' computers; they use it to find resources and make referrals to the full range of services available to low-income residents of all ages.

***Memoranda of Understanding, Letters of Agreement, et al:*** The LCCAA has documented many of its partnerships. Examples include the Memorandum of Understanding with DSS, documenting DSS's agreement to allow LCCAA staff to pre-qualify low-income individuals/families for food stamps. This reduces the time individuals have to wait to receive this vital support. The LCCAA and its partners plan to create an annual MOU review process, as required by most of the MOUs, to ensure that everyone is receiving the full benefit of their participation. This exercise will also help reinforce and revitalize existing community-wide partnerships.

### ***Continuing Partnerships:***

The LCCAA will continue its 80+ ongoing partnerships, which include:

#### **The County of Lake:**

- ✓ *Board of Supervisors* overall; two Supervisors serve on the LCCAA Board
- ✓ *Mental Health* (which now includes Alcohol and Other Drugs Services), providing education, prevention, and treatment; tele-psychiatry for children; and Mental Health Services Act programs (the Lighthouse drop-in center for adults, transitional housing, crisis response, forensic services, housing services, clinical services for seniors).
- ✓ *Department of Social Services*, including the Housing Authority
- ✓ *1<sup>st</sup> 5 Lake* (Prop 10 Commission), providing strategic planning and funding for services benefiting children aged 0-5 and their families. Its Executive Director serves on the LCCAA Board

- ✓ *Public Health*, providing immunizations, flu shots, public health nursing, Children's Health & Disability Program, Gateway Medi-Cal, Maternal and Child Health services, disaster preparation
- ✓ *Code Enforcement*

#### **City Governments:**

- ✓ City Council, Lakeport
- ✓ City Council, Clearlake; one Council member sits on the LCCAA Board
- ✓ Clearlake Police Department
- ✓ Lakeport Police Department
- ✓ Code Enforcement

#### **Other Public Agencies:**

- ✓ *Women, Infants, and Children (WIC)*, providing nutrition and education for pregnant and post partum women, infants, and children under 6 who meet income eligibility requirements
- ✓ *Lake County Office of Education*, which provides comprehensive services to children aged 0-19 enrolled in public schools, plus GED preparation and testing. Services include: state preschools, elementary school after school programs, Healthy Start, McKinney-Vento Homeless Student Assistance, Safe Schools/Healthy Students (clinical and counseling, after school, alcohol/drugs/violence prevention curricula), Regional Occupational Program, Countywide Career Technical Education, School Attendance Review Board, Special Education Local Plan Area, work permits, and youth work programs
- ✓ *Lake County Veterans Service Office*, a revitalized partnership to link veterans to services

#### **Non-Profit Agencies/Faith-Based (other than churches, synagogues, etc.):**

- ✓ *California Human Development Corporation*, providing employment development and educational planning to the Latino and migrant communities
- ✓ *Catholic Charities*
- ✓ *Community Care (CCHAP)*, serving individuals with HIV and housing the MSSP
- ✓ *Hospice of Lake County*, providing end-of-life planning and care
- ✓ *Salvation Army*
- ✓ *Goodwill Industries*, a direct employer of low-income and disabled residents
- ✓ *United Way*, providing grants, training, and tri-county linkages
- ✓ *Lakeport Gleaners*, which provides fresh vegetables for the Farm-to-Family program
- ✓ *Lake County Hunger Task Force*, which coordinates hunger studies and community gardens for Lake County, including contributing fresh fruits and vegetables to the Farm-to-Food distributions
- ✓ *Lake Transit Authority*, which provides a grant for non-emergency medical transportation to doctor's appointments
- ✓ *St. Vincent de Paul*, providing clothes and food

- ✓ *Multi-Purpose Senior Services Program & Linkages*
- ✓ *Easter Seals of Northern California*, identifying and assessing children with special needs and their families, training child care providers and others on such services, funding out-of-County transportation, and operating the Childhood Lead Poisoning Prevention Program
- ✓ *North Coast Opportunities*, an umbrella agency based in Ukiah, which administers Head Start, Rural Communities Child Care, Redwood Caregiver Resource Center (supporting caregivers of adults with brain impairments through education, research, services, and advocacy), Retired & Senior Volunteer Program, and Catalyst Community Support Services (offering a free Resource Library and Grant Research Facility on fundraising, grants, board development, etc., a variety of trainings for non-profits)
- ✓ *Redwood Coast Regional Center*, one of 21 private, non-profit centers in California serving as the entry point through which individuals with specific developmental disabilities and their families can obtain community supports and services, including leadership of Early Start for children aged 0-3 showing early signs of delay, assessments, diagnoses, Individual Program Plans, vendored services from other providers, and community services
- ✓ *Legal Services of Northern California, Inc.*, the regional legal aid provider. LSNC provides advocacy and representation on health rights, affordable housing and housing discrimination, foreclosure and predatory lending, and race equity. It operates a Health Rights Hotline, Health Insurance Counseling and Advocacy Program, and a Senior Legal Hotline.
- ✓ *Lake Family Resource Center*, one of the County's largest non-profit service providers, which operates the only domestic violence shelter, the community crisis line, tobacco cessation, Early Head Start, child abuse intervention. It is one of the Differential Response contractors and coordinates Nurturing Parenting.
- ✓ *Toys for Tots*, our primary source of toys for the Christmas toy drive
- ✓ *HARC Enterprises*, which provides anger management classes for court-mandated clients. The LCCAA provides free counseling space to HARC and HARC allows non-court-mandated LCCAA clients to join its groups.

**Local Businesses:** (These small businesses donate food, materials, supplies, use of facilities, trainers, and publicity. Donations are usually small (\$500 -\$2,000) and project-specific. By Lake County standards, these are large gifts, however. We welcome the opportunity to acknowledge our community's ongoing generosity, despite hard times.)

- ✓ Bob's Vacuum
- ✓ Sunset Fishing Resort
- ✓ Foods, Etc. (which allows us office space and access to their freezers and coolers)
- ✓ El Grande Hotel
- ✓ Ray's Food Place
- ✓ Food Max
- ✓ Grocery Outlet

- ✓ Wal-Mart
- ✓ West America Bank
- ✓ Chef Le Chic
- ✓ Lake County Record-Bee

**Service Clubs:** (These small clubs provide various supports, including money, labor for building projects, assistance in fund raising, etc. Again, most supports are project-specific.)

- ✓ Soroptomists
- ✓ Lions Club
- ✓ Rotary
- ✓ Kiwanis

**Food Program:** The LCCAA's food program has grown to involve 26 partners, including churches, senior centers, Native American Rancherias, and health care providers. Most provide drop-off points for food distribution, but others provide services. These partners are located around the County, ensuring that low-income residents have access to food. They are:

- ✓ Redwood Empire Food Bank
- ✓ Lakeport Gleaners (listed above)
- ✓ Lower Lake United Methodist Church
- ✓ Neighborhood Christian Fellowship
- ✓ New Jerusalem COGIC
- ✓ Village Baptist
- ✓ Northlake Adult Day Center
- ✓ North Shore Ministries
- ✓ Northlake Community Services
- ✓ First Baptist Church
- ✓ Calvary Chapel
- ✓ Parents and Community for Kids (PACK)
- ✓ New Beginnings (Note: New Beginnings is an LCCAA program)
- ✓ Community Care (CCHAP, listed above)
- ✓ Highlands Senior Center
- ✓ Lakeport Senior Center
- ✓ Live Oaks Senior Center
- ✓ Lucerne Alpine Senior Center
- ✓ Middletown Senior Center
- ✓ Robinson Rancheria – Pantry
- ✓ Seventh Day Adventist Church – Lakeport
- ✓ Lake Family Resource Center (listed above)
- ✓ Church of the Nazarene
- ✓ Scotts Valley Band of Pomo Indians
- ✓ Are you hungry?
- ✓ Sutter Wellness Foundation

The LCCAA is the only agency linking all of these entities. It is the single-point-of-contact for all stakeholders interested in, or already serving, the low-income community.

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**Goal 5: Agencies increase their capacity to achieve results.**

**NPI 5.1: Agency Development**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

| <b>National Performance<br/>Indicator 5.1</b>  | <b>1</b>   |                             | <b>2</b>                                   |
|--|--|-----------------------------|--|
| <b>Agency Development</b><br>The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following | <b>Number of Resources<br/>in Agency Projected for<br/>Contract Period<br/>(#)</b> | <b>Reporting<br/>Period</b> | <b>Resources<br/>in<br/>Agency<br/>(#)</b> |
| <b>A.</b> Number of C-CAPs   | 2  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>B.</b> Number of ROMA Trainers  | 1  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>C.</b> Number of Family Development Trainers  | 1  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>D.</b> Number of Child Development Trainers   |  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>E.</b> Number of staff attending trainings  | 6  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>F.</b> Number of board members attending trainings  | 4  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>G.</b> Hours of Staff in trainings  | 200  | Mid-Year                    |  |
|  |  | Annual                      |  |
| <b>H.</b> Hours of board members in trainings  | 16   | Mid-Year                    |  |
|  |  | Annual                      |  |

*In the rows below, please include any additional indicators that were not captured above. Please describe these measures in Goal 5 Notes.*

|  |  |          |  |
|--|--|----------|--|
|  |  | Mid-Year |  |
|  |  | Annual   |  |

## **NPI 5.1 – Broadening the Resource Base**

### **Problem Statement:**

Even in times of prosperity, finding sufficient resources to meet the needs of our clients is difficult. During the current recession, our clients' needs have risen, while our capacity and that of our partners' to help them is stretched and, in some cases, exceeded. The CSBG's core funding gives the LCCAA the stability that many of our partners lack. We can count on having rent, utilities, telephones, internet access, and office staff. With these fundamentals in place, we keep the office open, maintain our Emergency Food distributions and Clothes Closet, and provide the one-on-one contacts and case management essential to our clients' success. The funding for the Executive Director and other administrative staff is the key to our success in leveraging the core funding and the community's assets. The LCCAA can afford to dedicate administrative time to outreach, networking, fund raising, grants research, partner support, and volunteer development. We need to broaden our resource base, both to stabilize existing services and, as feasible, to augment them to meet the changing needs of the low-income community.

### **Program Activities and Delivery Strategies:**

The CSBG core funding is the linchpin of our successful campaign to expand the resource base. With it, we can demonstrate to private foundations, public funders, local sources, and even individuals that the LCCAA is stable, so their investment is secure. We use the CSBG as match, which is often required by funders. We will continue to use the CSBG funding to secure other funding.

Our other programs present opportunities to broaden the resource base. We will continue to seek dedicated funding for each core program. Our rationale is that funders and local stakeholders typically have specific priorities and mandates, e.g., career technical education, hunger, community gardens, nutrition education, youth services, and so on. By making each application congruent with the funders' priorities, we increase our rate of success, making this investment more efficient and cost-effective.

***New options and approaches.*** We also intend to creatively engage supporters from within and outside Lake County, raising the profile of our agency, our programs, our clients, and the issues we all confront. For example, our food program already includes 26 partners. We plan to expand it with a volunteer Nutrition Education Program tied to our Emergency Food Program. The former Food Stamp Nutrition Education program teacher, a well-known community leader, will demonstrate how to cook tasty and satisfying meals from the emergency food. We plan to invite the local alternative school or the Public Access TV channel to video the sessions, to will be shown on our public access channel.

The LCCAA continues to seek new ways to increase revenue. These include more actively seeking private donations and expanding its direct mail campaign. To

maximize fundraising effectiveness, the LCCAA needs to purchase donor software, such as Razor's Edge. However, the cost is prohibitive. The Executive Director hopes to form a collaborative of non-profits to jointly purchase the software and licenses for each partner. The LCCAA has applied to become a direct Medi-Cal provider and is researching how to qualify as an approved provider by the major health insurance providers and HMOs still serving the County. In addition, the LCCAA is exploring developing a unique micro-business consistent with our Mission. A few local nonprofits operate such a business, e.g., lawn care. The LCCAA will coordinate with them to avoid competing with, and weakening, our partners.

***Increasing Staff and Agency Capacity.*** The LCCAA is working to enhance its resources through professional development for staff, volunteers, partners, and Board members. Our proposed activities include:

- (a) ROMA training: Although the LCCAA does not have a ROMA trainer on staff, we are working with NCO, our sister CAP in Mendocino County, to bring ROMA-related workshops into Lake County. Specifically, we are working with Michael Kisslinger, Director of NCO's Catalyst Program, to serve as our trainer and to organize a cycle of workshops on grant writing, fund raising, and other agency development activities.
- (b) Family and child development trainers. To the extent trainings remain available, the LCCAA will collaborate with NCO/Rural Communities Child Care, the Lake County Office of Education's Child Development Division, the Lake County Child Care Planning Council, and other groups who are already coordinating family and child development trainings to include our staff. New Beginnings' counselors and others working directly with children will send staff to new trainings. In addition, one of LCCAA's own staff members is a certificated child development provider.
- (c) Expanded training for staff and Board. To the extent funding permits, the LCCAA strongly supports staff professional development. Training improves service quality and promotes staff retention, since their personal professional development goals are being met by the agency. Consistent with our efforts to collaborate with other agencies to leverage efforts, the Executive Director will be contacting other agencies to provide staff trainings. The agencies and topics being considered are: (i) Adult Protective Services, for elder abuse recognition, reporting, and services to elders and their family members and caregivers; (ii) Child Welfare Services, for child abuse recognition, reporting, and available resources for their families; (iii) Red Cross safety trainings prioritizing staff providing residential services, plus all other staff; (iv) Food Stamp trainings, etc. In addition, the LCCAA will take full advantage of the advisory meetings, conferences, and Webinars provided by the CSD to provide professional development for agency staff. The annual CSD Cal-Neva Conference is an important source of information on federal, state, and local issues relevant to CAAs. Board members will be attending conferences and facilitated strategic planning meetings to review the CAP in general and specific issues as applicable.

(d) Other resources. To the extent space permits, staff will be included in workshops and presentations made to clients. For example, the LCCAA plans to offer cooking demonstrations and classes at the Emergency Food Pantries, to show clients how to take the basic emergency package and make good meals from it. The Volunteer Exchange will be training volunteers on specific services and staff on how to maintain the volunteer network database.

**Volunteer Network.** The LCCAA has partnered with NCO to implement a California Volunteer Matching Network ("CVMN") Hub Grant. NCO operates the existing volunteer network which is designed to serve both Lake and Mendocino Counties. To date, it has not been able to establish a network based in Lake County. Under the CVMN grant, NCO will be the Hub Organization, acting as a local volunteer connector. The LCCAA will be the spoke organization. The CVMN is a capacity-building program that uses an on-line volunteer matching tool to help Californians find local volunteer opportunities and increase the efficiency and impact of the volunteer sector.

The LCCAA has already identified partners to leverage the CVMN. AmeriCorps will dedicate a member two days/week for this effort. When the Volunteer Network is operational, we will add a Vista Volunteer to augment its efforts and the other LCCAA programs. We also plan to involve Mendo-Lake Alternative Services, Inc., the local non-profit which matches individuals (adult and juvenile) with court-ordered community service to screened opportunities. Their expertise and network will strengthen the larger Volunteer Network. Disaster preparation and response may be a top priority. As documented in the Profile and Needs Assessment, Lake County is subject to a wide range of natural disasters, exacerbated by our rugged geography, lack of paved roads and infrastructure, cell phone "dead zones", and the like. Therefore, providing CPR and 1<sup>st</sup> aid training to volunteers will increase our capacity for first response in the event of disaster.

The CSBG funding allowed our Executive Director to participate in the County's first Volunteer Summit. This meeting brought together community and agency leaders and concerned citizens to plan how to increase volunteerism in the County. Topics covered included volunteer management, volunteer training, creating a volunteer referral network, and ways to recruit, motivate, and supervise volunteers. The LCCAA will be planning the first Volunteer Recognition Event, which is intended to be coordinated with the first Volunteer Fair. The Volunteer Fair will use the Job Fair model. Volunteers will be pre-screened and complete a universal application at entry. They will then disperse and visit tables set up by recruiting agencies, probably grouped by interest area. Volunteers who will be working with children may be screened separately, as they will have to agree to background checks. The LCCAA is well-positioned to be one of the leaders of this community-driven effort, will be one of its primary beneficiaries, and will coordinate it with the CVMN in Lake County.

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**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.1: Independent Living**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| National Performance<br>Indicator 6.1   |       | 1   |                     | 2  |
|---|-------|---|---------------------|--|
| Independent Living  |       | Number of<br>Vulnerable<br>Individuals Living<br>Independently<br>Projected to be<br>Served for Contract<br>Period<br>(#) | Reporting<br>Period | Number of Vulnerable<br>Individuals Living<br>Independently<br>(#) |
| The number of vulnerable individuals receiving services from community action that maintain an independent living situation as a result of those services:                |       |   |                     |  |
| A. Senior Citizens ( <i>seniors can be reported twice, once under Senior Citizens and again if they are disabled under Individuals with Disabilities, ages 55-over.</i> ) | 2,500 | Mid-Year  |                     |  |
|   |       | Annual  |                     |  |
| B. Individuals with Disabilities  | 2,540 | Mid-Year  |                     |  |
|   |       | Annual  |                     |  |
| Ages:   | 51    | Mid-Year  |                     |  |
|   |       | Annual  |                     |  |
| a. 0-17   | 1,854 | Mid-Year  |                     |  |
| b. 18-54  |       | Annual  |                     |  |
| c. 55-over  | 635   | Mid-Year  |                     |  |
|   |       | Annual  |                     |  |
| In the rows below, please include any additional indicators for NPI 6.1 that were not captured above.   |       |   |                     |  |
|   |       | Mid-Year  |                     |  |
|   |       | Annual  |                     |  |

NPI- 6.1: Low-income people, especially vulnerable populations achieve their potential by strengthening family and other supportive environments.

**Problem Statement:**

The Needs Assessment found that Lake County has a high percentage of older adults (26.8%) and is expecting a sharp rise in the senior population as the Baby Boomers age out of their working years. Similarly, we have a high proportion of disabled residents. (32.3%). Both groups are vulnerable to abuse and to economic downturns. As of 2004, at least 53.3% of seniors reported being disabled or having a chronic illness, as did 46.8% of their caregivers. Children, another vulnerable population, constitute 50.8% of our population. Nearly 50% of our population is either under 18 or over 60, making Lake County a high-needs area.

Lake County's vulnerable populations are facing a triple threat: (a) rising costs of living, such as food, rent, gas, and utilities; (b) lost jobs, wages, and retirement income due to the recession and stock market declines; and (c) severe actual and potential cuts to the safety net. Middle class residents are being forced into the working poor and low-income; each class is feeling downward pressure. People who were on the brink of self-sufficiency are losing ground. People who were independent are being forced out of their homes. Others need assistance, but agencies can't provide it and they can't afford it. People who lose their support networks are isolated from services and from their neighbors, friends, and extended family. Low-income individuals, older adults, and the disabled are highly vulnerable to the effects of the current economic situation. They are isolated from each other, from the network of providers, and from access to basic supports – food, health care, weatherized housing, transportation, etc. Older individuals cut off from supports are at risk of abuse from caregivers. Isolation is a contributor to depression, which can result in self-medication with drugs or alcohol. These behaviors consume scarce assets, further impoverishing individuals and weakening families.

Too many of Lake County's older adults were already having difficulty making ends meet on their small pensions and social security checks, most of which were earned at blue collar jobs during the 1960's and 1970's. Even the more prosperous have seen the value of their retirement accounts drop, together with the equity in their homes as prices declined. Their small and endangered fixed incomes cannot cover rising fuel, utilities, food, medication, and health care co-payments. As noted, too many older adults are at risk of homelessness, due to excessive housing costs. We are seeing grandparents competing with grandchildren for entry-level, part-time jobs at Wal-Mart, McDonalds, et al.

*Food insecurity.* The 1999 report Hunger in Lake County was the first comprehensive survey and analysis of residents seeking food assistance. It found that 11% of all recipients of food bank distributions were seniors. This number was low, since it only included seniors who could travel to services. Even then, services did not meet potential need, with only 2/3 of the poverty population receiving food. The 2005 update,

Hunger Study: County of Lake, California 2005, found that the most common reason for seeking help was "fixed or low income". The majority of recipients of the Commodity Supplemental Food Program were 61 or older. The average monthly income was \$600-\$1,000, so these recipients were trying to live and take care of families on \$7,200 - \$12,000/year. Parents were going hungry so their children can eat (34%). Over 23% thought their children were eating less than they should because there was not enough food; over 18% had cut the size of their children's meal to extend the food. 44% had skipped meals because there was no food. Seniors are scared and cut off. "One 80 year old gentleman stated that he was concerned that when he can no longer drive, he and his elderly wife won't get any food." (Hunger Study 2005, p. 14). The majority of recipients were not receiving Food Stamps, mostly because recipients did not think they were eligible.

The demand for food has risen steadily, while sources are starting to dry up. In June 2007, the Commodities Supplemental Food Program distributed 517 boxes of food, up from 461 in June 2006. For June 2008, the number of boxes rose to 509 and had over 60 households on a wait list.

Many of the services to Lake County's low-income and older residents are provided by agencies headquartered in Mendocino and serving both Counties. LIHEAP and weatherization are provided by North Coast Energy. Services to the senior population are provided by or through the Area Agency on Aging, a regional provider currently administered by the Mendocino Department of Social Services. Despite sincere efforts, it has been difficult for these long-distance providers to give Lake County equal concern and timely attention, despite our high-needs populations. The Redwood Coast Regional Center, serving the disabled community, is also headquartered out-of-County.

### **Program Activities and Delivery Strategies.**

The LCCAA's delivery strategies to all populations begin with personal contacts and then move on to direct services, referrals, advocacy, and case management, as needed. Each client seeking help is assessed to determine what his/her immediate needs are. Staff and clients work together to develop a plan to meet their immediate needs and to design a path toward self-sufficiency. Staff show clients how to use the system of services. Clients are encouraged to consult the Resource Directory and use the telephones to make inquiries and appointments. Most services are provided via referrals, but staff provide follow-up and case management to ensure that referrals are successful and clients stay on track.

In addition, the LCCAA provides or coordinates a wide range of services, some of which are age-specific. Direct services include: food, clothing, water bill assistance, weatherization (when the program is brought in-house), assistance with rent and mortgage payments, Transitional Shelter and temporary housing, and the full range of employment supports. Our Nutrition Education program teaches seniors and others how to read labels, use store brands and generics to extend their food budgets, and prepare nutritious meals. Healthy eating habits and food safety are also covered.

Referred services include legal aid (Senior Law Project), Redwood Legal Services, LIHEAP, weatherization (currently through North Coast Energy), assistance with code enforcement citations, home repairs, housing (Section 8, low-income housing developments), employment readiness/job search, education, Healthy Start (children's access to health care, McKinney-Vento Homeless Student Assistance, etc.), and others as described throughout Requirements 1 and 3, as well as the NPIs.

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.2: Emergency Assistance**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

| <b>National Performance<br/>Indicator 6.2</b><br><br><b>Emergency Assistance</b><br><br>The number of low-income individuals served by community action who sought emergency assistance and thenumber of those individuals for whom assistance was provided. | 1  | Reporting Period | 2  | 3  |
|--|--|------------------|--|--|
|  | Number of Individuals Projected to be Served for Contract Period (#) |                  | Number of Individuals Seeking Assistance in Reporting Period (#) | Number of Individuals Receiving Assistance in Reporting Period (#) |
| <b>A.</b> Emergency Food - for the purposes of this reporting, please provide the number of individuals receiving such assistance, not the number of units of service they received.   | 20,000   | Mid-Year         |  |  |
|  |  | Annual           |  |  |
| <b>B.</b> Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources  | 400  | Mid-Year         |  |  |
|  |  | Annual           |  |  |
| <b>C.</b> Emergency Rent or Mortgage Assistance  | 15   | Mid-Year         |  |  |
|  |  | Annual           |  |  |
| <b>D.</b> Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)  | 197  | Mid-Year         |  |  |
|  |  | Annual           |  |  |
| <b>E.</b> Emergency Temporary Shelter  | 120  | Mid-Year         |  |  |
|  |  | Annual           |  |  |
| <b>F.</b> Emergency Medical Care   |  | Mid-Year         |  |  |
|  |  | Annual           |  |  |
| <b>G.</b> Emergency Protection from Violence   |  | Mid-Year         |  |  |
|  |  | Annual           |  |  |

|                                      |       |          |  |  |
|--------------------------------------|-------|----------|--|--|
| <b>H.</b> Emergency Legal Assistance | 200   | Mid-Year |  |  |
|                                      |       | Annual   |  |  |
| <b>I.</b> Emergency Transportation   | 400   | Mid-Year |  |  |
|                                      |       | Annual   |  |  |
| <b>J</b> Emergency Disaster Relief   | 12    | Mid-Year |  |  |
|                                      |       | Annual   |  |  |
| <b>K</b> Emergency Clothing          | 2,000 | Mid-Year |  |  |
|                                      |       | Annual   |  |  |

*In the rows below, please include any additional indicators for NPI 6.2 that were not captured above.*

|  |  |          |  |  |
|--|--|----------|--|--|
|  |  | Mid-Year |  |  |
|  |  | Annual   |  |  |

## **NPI 6.2: Emergency Assistance**

### **Problem Statement.**

Lake County's low-income residents are struggling to overcome rising costs of food, fuel, utilities, transportation, clothing, and other living expenses. Many have lost jobs or have seen their hours severely reduced. Health insurance coverage is increasingly costly. Those who had work-related coverage lost it when they were laid off. Unemployment was at 16% in April 2009 (most recent figures available). State unemployment rose in May, so it is likely that Lake County's unemployment is also up. The summer is usually our period of highest employment, due to the agriculture, vineyard, and tourist/hospitality industries. Even families with fully-employed adults earning Lake County's average wage cannot achieve a self-sufficient income adequate to maintain a modest lifestyle, as documented in the Needs Assessment. Low-income families are increasingly overwhelmed by the cost of services and resources and the complexity of accessing them. Eligibility requirements, applications, forms, re-applications, and the like impose significant barriers to access, taking time away from job searches, work, education, and family. When families and individuals lose their housing, they lose both external (clothing, paperwork, safe storage for food and supplies, furniture, books, pictures, etc.) and internal (security, stability, privacy) supports. Meeting their basic needs becomes even more difficult.

The LCCAA is experiencing a surging demand for food, assistance with rent and mortgage payments, utilities, water, weatherization, home repair, transportation, shelter, and clothing. Low-income residents urgently need help to supplement their limited earnings and incomes. Food is a basic, non-negotiable survival expense. Demand is high and we cannot always provide the full emergency food package. Our Transitional Shelter is being filled again as we prepare this CAP plan; our emergency shelter motel voucher program is always fully expended each year. We expect the demand for these resources to continue to increase during the coming year.

Helping families stay in their homes with direct payments of rent/mortgage, utilities assistance, water assistance, and repair/upgrades, including weatherization stabilizes them, protects their health and employability, provides security for the children, and is most cost-effective than letting them become homeless and then try to recover from it. All of our emergency services have the same goal: keep individuals and families stable and healthy while they ride out the hard times and prepare themselves for a better future.

Lake County regularly experiences natural disasters, including floods and wildfires. We have a dormant volcano (not extinct) and are located near live earthquake faults. Low-level radioactive waste is trucked through the County, as are a variety of hazardous materials. Because our population is so isolated and our geography is so rugged, getting disaster relief where it is needed is very challenging. Moving people to safety is equally so. Therefore, we need to have a distributed network of shelters and trained people able to help others. We have a County Disaster Relief Plan, an Office of

Emergency Services, an active (but small) Red Cross, and a network of first responders. The schools do train staff in CPR and 1<sup>st</sup> aid; most are designated for shelter-in-place and are first or second-tier mass shelters as well. Because there are schools in the heart of every community, with kitchens and large spaces, this is a logical approach. However, it also means we have to have enough trained responders and volunteers in each community to implement the applicable disaster relief plan.

Legal services are an underrated need. Low income residents are often in need of help to straighten out documentation problems, e.g., certified birth certificates, lost immunization and health records, etc. Without acceptable documentation, they cannot provide legal residence and cannot get jobs. Legal services are costly and can be intimidating. Many residents are also ensnared in multiple court-mandated programs, fines, community service obligations, and restitution and need help creating plans and negotiating schedules.

### **Program Activities and Delivery Strategies.**

**Food.** Our food program is one of our largest and best-established activities. It has four components:

1. Emergency Food Program. This Program operates at our two emergency pantries, one in Clearlake, with volunteer and paid staff. It is available on a drop-in basis. Individuals complete a brief application and receive a food package. Our goal is to provide a package with canned vegetables, beans, rice, spaghetti, frozen rolls of ground turkey or chicken, and fresh fruits, vegetables, and eggs when we have them. During the summers, the Hunger Task Force will supplement this program with fresh vegetables from its network of community gardens.
2. Food Bank. This is our food hub. We are a Subsidiary Distribution Organization of the Redwood Empire Food Bank, which is part of the California Association Of Food Banks. We pick up food in Santa Rosa and store it in Lake County, pending distribution. We have a new warehouse in Middletown for cold storage and the Lakeport Gleaners stores our frozen food at no cost. In exchange, we include them in our regular runs, saving them the time and cost of some pick-ups and deliveries.
3. Farm-to-Family. This program is available to individuals and families of all ages. It consists of twice/monthly food distributions at a network of sites, including the Senior Centers, churches, and others (listed in Requirement 3, Federal Assurances). The food boxes include protein sources (frozen turkey/chicken), staples, and fresh fruits and vegetables. Lakeport Gleaners has stepped up to provide fresh vegetables (and fruit, when available), replacing the expired Vitamin Settlement funding which previously supplied fresh fruits and vegetables to this program.
4. Commodities Supplemental Food Program. This program is limited to children aged 0-5, children who are no longer eligible for WIC, and seniors. Distribution is made

twice/month at a network of sites, including the Senior Centers, et al. (see above). Like Farm-to-Family, the food boxes include protein sources, staples, and fresh fruits and vegetables. Lakeport Gleaners is also supplementing this program with fresh vegetables (and fruit, when available).

The Sutter Wellness Foundation is a new partner. They will work with us to schedule free on-site medical care to coincide with our food distributions. They have launched a mobile medical clinic, which will be staffed with doctors and nurses, and equipped with X-rays, etc. They will provide blood pressure and glucose screenings, brief medical exams, and follow-up referrals and care. This new service will be very convenient for our clients, maximizing their return on their investment of time and fuel to get to the sites. Over time, this source of preventive care and early referral should improve their overall health and reduce emergency room overuse.

**Emergency Payments.** The LCCAA coordinates emergency payments from other providers. These include:

1. **LIHEAP.** Lake County's LIHEAP is provided by North Coast Energy. LCCAA staff assists clients to complete applications and forwards the applications on their behalf.
2. **Weatherization.** Weatherization has been provided by NCE. Insulation, window replacement, and the like are extremely important given Lake County's extreme weather. Weatherized homes consume less energy and cost less to operate, so this is a cost-effective investment for the community as well as the residents. The LCCAA plans to locate a weatherization in Lake County, so efforts and resources allocated for us will be delivered more efficiently.
3. **Repairs and Upgrades.** This new ARRA-funded program is scheduled to start July 1, 2009. It will employ contractors and crews to repair homes. It will partner with Habitat For Humanity, Welfare-to-Work, and the Konocti Unified School District Career Tech Construction Pathway to provide opportunities for workers to learn skills and contribute to their communities. Its initial priorities are code abatement and retrofitting for handicap accessibility. This program will help families and individuals remain in their homes, avoiding evictions and removal to assisted living facilities.
4. **Water bill assistance.** The LCCAA has a small allocation with which to pay water bills and reconnect fees. We strongly encourage residents to seek assistance before the water is shut off, to avoid reconnect fees and forced evictions. As noted, homes without water are regularly "red-tagged" as inhabitable and residents are forcibly evicted.
5. **Emergency Rent and Mortgage Payments.** This is a new program, funded by an ARRA increase to the Emergency Food and Shelter Program. The LCCAA will be able to pay rent or mortgage payments directly to the landlord or mortgage holder, on behalf

of low-income residents. We intend to operate this as a revolving loan fund, if permitted, to extend the funding and reinforce residents' commitment to self-sufficiency.

**Temporary Shelter.** Our Transitional Shelter provides 90-day housing to individuals and families in our 5 units. We can serve about 18 individuals at one time; if there are infants and very small children, we can provide cribs and rollaways and increase the number served. Shelter clients receive more intensive case management services directed at a re-entry plan that includes employment, budgeting, savings accounts (with the savings held in escrow during the 90-day period), domestic violence/anger management counseling, alcohol and other drugs services, health care, and whatever other services are required to get the families ready to live in the mainstream. We also provide emergency shelter for 1-3 days using motel vouchers. Both of these services are oversubscribed; we cannot serve everyone who needs our help.

**Emergency Medical Care.** We provide access via referrals and will call for transportation as needed. If the care is urgent (but not emergency), we can arrange for clients to use the neighboring Adventist Clearlake Family Health Center, which offers medical, dental, and women's health care.

**Protection from violence.** Our Transitional Shelter and emergency shelter program allow victims to escape from violent situations and seek help. We provide referrals to the Lake County Victim/Witness Assistance Program and to Lake Family Resource Center, which operates the only domestic violence shelter in Lake County. Clients, whether in shelter or not, can receive assistance in overcoming the effects of domestic violence, including unemployment, health problems, etc. We partner with HARC to offer anger-management classes. We provide the space for their court-mandated classes; they open the classes to non-mandated attendees.

**Legal assistance.** We provide access to legal assistance through referrals. The two agencies offering services to the low-income community are Legal Services of Northern California in Ukiah (Mendocino County) and the Senior Law Project in Lakeport. Various paralegal firms offer documents and records assistance.

**Transportation.** As discussed, the LCCAA provides some vouchers for bus passes and gasoline. Our funding is limited. We also try to co-locate services and to use case management to address as many needs as possible per client visit.

**Disaster Relief.** The LCCAA is written into the County's Disaster Relief Plan, as a provider of services. We also have an off-site plan, if we are forced out of our headquarters. Our Executive Director serves on the FEMA Board, directly linking us to disaster relief preparation and to relief activities, when required. When the new Volunteer Network is operational, we intend to include a component dedicated to training volunteers in disaster relief, including CPR, 1<sup>st</sup> aid, first responder, and NIMS, among others, creating a much larger cadre of trained residents able to step up and render effective assistance in disasters.

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**Clothing.** As noted, the LCCAA operates a Clothes Closet. It provides replacement clothing for individuals who have lost homes or property for a variety of reasons. It also provides business clothing for clients to wear to interviews and during the period between getting the job and receiving that first paycheck.

The LCCAA will continue to serve as the hub for these services. The amount of available services is contingent upon continued funding for the various components, as detailed above. Both low-income residents and the provider networks recognize our role and know to contact us for information and assistance. This essential relationship is only feasible because we have the core CSBG funding which provides stability and continuity.

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.3: Child and Family Development**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| National Performance Indicator 6.3   | 1   |                  | 2   | 3  | 4  | 5  |
|--|---|------------------|---|--|--|--|
| Child and Family Development<br>The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following: | Number of Participants Projected to be served for Contract Period (#) | Reporting Period | Number of participants Enrolled in Program(s) in Reporting Period (#) | Number of Participants Expected to Achieve Outcome in Reporting Period (#) | Number of Participants Achieving Outcome in Reporting Period (#) | Percentage of Participants Achieving Outcome in Reporting Period (%) |
| <b>A. INFANTS &amp; CHILDREN</b>   |   |                  |   |  |  |  |
| 1. Infants and children obtain age appropriate immunizations, medical and dental care  | 10  | Mid-Year         |   |  |  |  |
|  |   | Annual           |   |  |  |  |
| 2. Infant and child health and physical development are improved as a result of adequate nutrition   | 60  | Mid-Year         |   |  |  |  |
|  |   | Annual           |   |  |  |  |
| 3. Children participate in pre-school activities to develop school readiness skills  | 9   | Mid-Year         |   |  |  |  |
|  |   | Annual           |   |  |  |  |
| 4. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade  | 22  | Mid-Year         |   |  |  |  |
|  |   | Annual           |   |  |  |  |

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.3: Child and Family Development**

| <b>National Performance Indicator 6.3 (continued)</b>  | <b>1</b>   |                         | <b>2</b>   | <b>3</b>  | <b>4</b>  | <b>5</b>  |
|--|--|-------------------------|--|---|---|---|
| <b>Child and Family Development</b>  | <b>Number of Participants Projected to be served for Contract Period (#)</b> | <b>Reporting Period</b> | <b>Number of participants Enrolled in Program(s) in Reporting Period (#)</b> | <b>Number of Participants Expected to Achieve Outcome in Reporting Period (#)</b> | <b>Number of Participants Achieving Outcome in Reporting Period (#)</b> | <b>Percentage of Participants Achieving Outcome in Reporting Period (%)</b> |
| The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following: |  |                         |  |   |   |   |
| <b>B. YOUTH</b>  |  |                         |  |   |   |   |
| 1. Youth improve health and physical development   | 60   | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |
| 2. Youth improve social/emotional development  | 60   | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |
| 3. Youth avoid risk-taking behavior for a defined period of time   | 60   | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |
| 4. Youth have reduced involvement with criminal justice system   |  | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |
| 5. Youth increase academic, athletic or social skills for school success   | 60   | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |
| <b>C. PARENTS AND OTHER ADULTS</b>   |  |                         |  |   |   |   |
| 1. Parents and other adults learn and exhibit improved parenting skills  | 70   | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |
| 2. Parents and other adults learn and exhibit improved family functioning skills   | 70   | Mid-Year                |  |   |   |   |
|  |  | Annual                  |  |   |   |   |

*In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.*

|  |  |          |  |  |  |  |
|--|--|----------|--|--|--|--|
|  |  | Mid-Year |  |  |  |  |
|  |  | Annual   |  |  |  |  |
|  |  | Mid-Year |  |  |  |  |
|  |  | Annual   |  |  |  |  |

## **NPI 6.3: Child and Family Development**

### **Problem Statement.**

Low income families are coping with multiple stresses and many challenges in their lives, such as the homelessness, unemployment, lack of affordable health care, rising living costs, low and unreliable wages, lost retirement income, lack of skills to secure and maintain decent work, and the lack of affordable, quality child care. Even residents who have housing and jobs are worried about losing them.

Children's healthy development is contingent upon the strength of the family unit. Children need age-and developmentally-appropriate care, a stable and nurturing environment, and adequate nutrition for healthy brain and body development. Low-income individuals love their children, but may lack parenting skills and models, as well as the practical resources to meet their children's many needs. For example, good nutrition is vital to children's development. It is also expensive and requires shopping and food preparation skills (and a stove and refrigerator). Families born into intergenerational poverty are likely to lack such skills, as well as the stove and refrigerator and utilities to power them. Therefore, the challenges facing all low-income families directly affect the children's current and future well-being.

Children are very sensitive to stresses, even if their parents try to protect them from their worries. Even infants are capable of feeling and reacting to a stressful environment, such as a violent home. Brain development in children exposed to violence can be stunted, resulting in cognitive deficits and future school and life failures. Children exposed to violence (including violent neighborhoods) fail to thrive. Infants cannot be comforted; toddlers will cry and may throw intractable tantrums. Older children try to protect and parent younger ones. Some give up and run away, to be exposed to violence, exploitation, and drugs on the street. Some join gangs, seeking the protection, stability, and income of that affiliation. Many of Lake County's low-income parents need help to raise their children well – resources, parenting, child care, and supports, such as mentoring.

Lake County continues to report high rates of child abuse and neglect. Our reported neglect rate is higher than the state rate, perhaps reflecting our higher rates of chronic poverty. In response, DSS, Healthy Start, and Lake Family Resource Center collaborated to implement Differential Response ("DR") in Lake County. The goal of DR is to intervene with families who have reported signs of abuse or neglect that do not permit DSS to respond with mandated services. Instead, families are referred to one or more contract providers who work with them to resolve the issues and keep them out of the system. Participation is voluntary. Families are responding well, leading to better short-term and long-term outcomes for their children.

To address the lack of a consistent and age-appropriate parenting curriculum, Healthy Start, Children's Council, Lake Family Resource Center and 1<sup>st</sup> 5 Lake collaborated to bring the Nurturing Parenting curriculum into the County. Nurturing Parenting offers a

series of courses geared to different ages and stages, reflecting the fact that parenting a 5-year-old and parenting a 12-year-old are very different tasks. DSS provides Nurturing Parenting to its court-mandated families. Other sessions are available throughout the community. In addition to the courses, there is a series of separate classes in different topics. Families can attend one or more, with no obligation to complete a course. This approach recognizes that many overburdened families simply cannot commit to the transportation, child care, and disruption of a 12-18 week course. However, it appears that the classes are very engaging, as families that attend one typically return for more. New Beginnings, described above, provides Nurturing Parenting for its residential and day treatment clients. This early intervention creates a stronger family unit for very young children, leading to better maternal and child outcomes. Nurturing Parenting fills a critical gap in our County's services for families.

As noted, there is a serious, chronic gap between the amount of quality, developmental child care needed and the amount available. Despite preschool expansion, there are still families who cannot find suitable preschools. Comprehensive, after school care, especially for older youth, is also in short supply. Quality preschool prepares children socially, emotionally, and cognitively for school success. Quality after school care can compensate for high mobility and homelessness, providing tutoring coordinated with the schools' curriculum, homework support, and safe places to study. Students can make up 30-60 days of lost classes if they consistently attend a quality after school program. Such programs also protect children from the temptations of the unsupervised after school period, typically about 3 p.m. to 6 p.m. Parents who know their children are safe and supervised will stay productively at work. Employers, parents, and children all benefit from this relatively modest investment. Over time, quality child care results in significant monetized benefits to parents and children, plus significant unquantifiable benefits to them and their communities.

### **Program Activities and Delivery Strategies.**

The LCCAA has to focus its limited resources on providing key services to parents and families, rather than overextending itself and becoming ineffective. Therefore, our activities that support child and family develop are built on our strengths. Specifically:

**Food.** As detailed, we provide access to nutritious, balanced food packages. During the prior period, we expanded our food distribution to include fresh fruits and vegetables. Recipients strongly welcomed this innovation, since the costs of fresh healthy food have risen much more steeply than the costs of fats, starches, and sodas. We have coordinated with our partners to continue providing fresh vegetables from community gardens and Farm-to-Family, to compensate for the end of the Vitamin Settlement.

We work with our partners to provide nutrition education to coincide with our food distributions. Our classes teach food safety, how to read labels, comparison shopping skills, and provide nutritious, feasible recipes. Participants learn that fast foods are neither economical nor nutritious. They develop the skills and confidence to make

delicious, healthy, lower-cost meals for their families. The planning and preparation of these meals does take practice and skill, which our classes help them gain. As a side benefit, families that eat together appear to be stronger and the children are more likely to do well in school and avoid delinquency. The Commodities Supplemental Food Program distributes to WIC clinics. WIC provides nutrition education and guidance. The Senior Centers show seniors how to safely store food and to make simple, tasty, nutritious meals.

For the coming period, we will pilot a new nutrition education program at our Emergency Food Pantries. We will schedule classes with the well-known former Food Stamp Nutrition Education Program teacher. He will take the on-the-spot challenge of cooking meals using the emergency food package. We plan to have the classes videotaped and shown on our Public Access Channel, as well. If the pilot works, we will set up comparable classes at the Senior Centers and other distribution sites. It can be very daunting to look at a roll of frozen chicken, some beans, a can of spaghetti sauce, chard, and peas and see a series of meals.

Well-nourished children learn better in school, have healthy bones and teeth, and have the energy to play and socialize. Healthy nutrition in the early years sets the stage for a healthy life, free of obesity, diabetes, and cardiovascular disease. Since older adults are now living longer, good nutrition in the early 60's directly contributes to health and higher function in the 70's and 80's. Taking control of diet and nutrition is another step on the road to self-sufficiency. Our investment in providing food and education has multiple long-term benefits in better quality of life and avoided costs for individuals and their communities.

*Immunizations, medical, and dental care.* Most of these services are provided by referral. Children in our Transitional Shelter receive appropriate immunizations and medical, via case managed referrals. Staff provides transportation to doctor's appointments, ensuring that children receive the care requested. Other clients are given bus passes and may be given rides. Dental care is available at the Adventist St. Helena - Clearlake Family Health Clinic for patients with Medi-Cal for dental care or via private pay. Unfortunately, the State has cancelled Medi-Cal dental coverage for adults. Mobile dental care has been provided by Healthy Start and 1<sup>st</sup> 5 Lake at various schools around the Lake. Public Health provides Gateway Medi-Cal, Children's Health and Disability Prevention, and access to some services for disabled children. Easter Seals and Redwood Coast Regional Center ("RCRC") provide early diagnosis, assessment, and intervention for infants and young children, plus parent education and support; RCRC provides continuing care as the children grow.

LCMH, Healthy Start, Safe Schools/Healthy Students, school counselors, and some private providers work with the LCCAA to help children who are coping with mental/emotional/behavioral wellness issues. These can include anxiety, depression, adjustment disorders, and more serious conditions. Some problems are logical outcomes of highly stressful events and can be addressed with brief interventions. Others are more serious and may even require medication. LCCAA case manages

referrals and treatment offered to mothers and children in New Beginnings and to families in our Transitional Shelter. New Beginnings is now providing drug-dependency-court-mandated services to our clients.

*Child care – 0-5.* LCCAA refers parents of preschool-aged children to Head Start, which operates centers in Clearlake, Lakeport, and Upper Lake. We also refer such parents to the state preschool network operated by LCOE and to NCO/Resource and Referral Network. We are developing a referral relationship with Early Head Start for children aged 0-3. Because Early Head Start's center is located in Lakeport, it has not been a realistic option for our families. However, Lake FRC is planning to add a Center in Lower Lake, creating a local option for our families. Our case workers discuss the various options and requirements with parents and make referral calls with them.

*Child care – after school.* Our Youth Center provides comprehensive after school care to youth aged 10-16 in the Clearlake area. Youth enroll for a fee (which can be waived or paid via sponsorship) or may drop-in. All youth sign a behavioral contract. The Center is open after school, M-F, from about 2:15-5:30 p.m. year round. It offers recreation, nutritious snacks/small meals, homework assistance and quiet work areas, tutoring, and separate activities, games, and books for different age groups. Screened volunteers supplement the paid staff. The Youth Services mentoring program operates out of the Youth Center, matching youth to adult mentors, older youth (high school students who receive community service credit), and even families. The Center provides Boys & Girls Club-type services. The LCCAA plans to open comparable youth centers in Middletown and Clearlake Oaks, both remote communities, using the same model. This program promotes healthy youth development, success in school, helps parents stay at work, and provides the supervision that protects youth during the critical after school period. The Center is a gang-free and violence-free zone. Youth must agree to remove gang paraphernalia and to be peaceful before they can come to the Center or join its activities, such as dances. The youth themselves help enforce this norm.

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive**

**NPI 6.4: Family Supports**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

SEE ATTACHMENT

| National Performance<br>Indicator 6.4   |  | 1   |                  | 2   | 3  |
|---|--|---|------------------|---|--|
| Family Supports (Seniors, Disabled and Caregivers)  |  | Number of participants Projected to be Served for Contract Period (#) | Reporting Period | Number of participants Enrolled in Program(s) # | Number of participants Achieving Outcome in Reporting Period (#) |
| Low-income people who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following: |  |   |                  |   |  |
| A.  | Enrolled children in before or after school programs   | 140   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| B.  | Obtained care for child or other dependent   | 140   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| C.  | Obtained access to reliable transportation and/or driver's license   | 140   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| D.  | Obtained health care services for themselves or family member  | 122   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| E.  | Obtained safe and affordable housing   | 124   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| F.  | Obtained food assistance   | 2,180   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| G.  | Obtained non-emergency LIHEAP energy assistance  | 142   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| H.  | Obtained non-emergency WX energy assistance  |   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| I.  | Obtained other non-emergency energy assistance.<br>(State/local/private energy programs. Do Not Include LIHEAP or WYV) |   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |
| In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.   |  |   |                  |   |  |
|   |  |   | Mid-Year         |   |  |
|   |  |   | Annual           |   |  |

## 6.4 Family Supports

### Problem Statement:

Lake County has a high population of adults with disabilities, as reported in our County's Profile, nearly one-third of all adults aged 21-64 are disabled. The population of seniors 60+ is among California counties' highest at 26.8%. Eligibility limits for food stamps, Medi-Care, LIHeap and other assistance are so strict that many elders can neither qualify for help nor live on what they have. The number of Jobs available for seniors and adults with disabilities are far less frequent in a rural county than in metropolitan settings. Caregivers or IHSS workers are often semi-disabled themselves and are employed by family members or friends through word of mouth. The more apparent and debilitating a disability the less likely a person can supplement their SSI or temporary assistance. Often the younger adults' disabilities relate to drug or alcohol and seriously affect the opportunity for work. Data collated in 2005 from various sources and years by Alcohol and Other Drug Services (AODS) showed the scope of the problem here in Lake County compared in rankings with other counties. In the data collated, 1 being best and 58 being worst, our county ranked 48<sup>th</sup> for drug arrests in 2001 and 53<sup>rd</sup> for DUI arrest per capita that same year. We were 49<sup>th</sup> out of the 58 counties for adult treatment admissions. A more recent study by the California Outcomes Measurement System confirmed that substance abuse starts early in Lake County's residents. 52.6% of the users started before the age of 15. The most serious consequences from using are the effects on an unborn infant. For example, Fetal Alcohol Syndrome Disorder impairs a child for life, affecting judgment and the ability to learn from experience.

With the current recession low-income people in general are finding jobs are scares, and if complicated by disabilities or ageing, even part-time work can be seasonal or in very limited supply. Pay is low too as the skill and requirement levels are lessened.

## Program Activities and Delivery Strategies

Until recently, we have not tracked all family supports for seniors, disabled and caregivers, specifically relating to dependent care, reliable transportation, affordable housing and non-emergency energy assistance. Food assistance we have been tracking. In addition, we have been tracking alcohol and drug client outcomes where we actually provide case management. For example: families who are part of our treatment programs and residents of our two transitional shelters. Many clients who need family supports are walk-in-clients, folks who need referrals over the phone or are part of our senior food supplement resources and most often these situations are considered **emergency** supports. Caregivers are probably the most difficult to track because they don't volunteer their situation or are not particularly visible. The seniors we assist are more visible within our supplement food program. Disabled clients are tracked through SSI income answers on our intake forms but food is their main concern and most often an **emergency**. Weatherization and energy assistance is handled through North Coast Energy but our staff provides the instructions and the ability to access the funds. Most often these client opportunities are **emergency** needs and are not tracked by age or disability by NCO.

To address the clients who are in drug or alcohol treatment, one of the populations considered disabled, we provide child care while a parent or guardian is in counseling sessions; provide transportation to and from treatment, medical appointments, legal appointments and other personal needs requiring transportation. We provide non-emergency meals daily, housing and learning opportunities for future job searches after recovery.

In the second half of this year and for the next year, we are looking forward to helping some senior, disabled and others stay in their homes and/ or assist with financially better living situations. We have two new funding resources for rental and mortgage assistance and a third RFP is also in the works for homeless prevention. In these cases, we can keep complete records on demographics and ability levels. As we approach 2010 the participant projections will change. Who will also enlist the help of NCO to provide demographic information for the specifics on non-emergency assistance related to energy and weatherization.

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive**

**NPI 6.5: Service Counts**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 SEE ATTACHMENT

| National Performance<br>Indicator 6.5<br>Service Counts   |         | 1<br>Number of<br>services<br>Projected to<br>be Served<br>for Contract<br>Period | 2<br>Number of<br>Services<br>(#) |
|---|---------|---|-----------------------------------|
| The number of services provided to low-income individuals and/or families, as measured by one or more of the following: |         |   |                                   |
| A. Food Boxes   | 27,000  | Mid-Year  |                                   |
|   |         | Annual  |                                   |
| B. Pounds of Food   | 710,000 | Mid-Year  |                                   |
|   |         | Annual  |                                   |
| C. Units of Clothing  | 10,000  | Mid-Year  |                                   |
|   |         | Annual  |                                   |
| D. Rides Provided   | 18,000  | Mid-Year  |                                   |
|   |         | Annual  |                                   |
| E. Information and Referral Calls   |         | Mid-Year  |                                   |
|   |         | Annual  |                                   |

*In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.*

|  |  |          |  |
|--|--|----------|--|
|  |  | Mid-Year |  |
|  |  | Annual   |  |

## **6.5 Problem Statement (Service Counts)**

Services needed in our county are still rising. Food Stamps cases increased 28% from December 2007 to December 2008. However, food assistance was reported underutilized by 54% in 2008. DSS estimates that it is providing some sort of public assistance to 1 in 5 Lake County residents. It now takes more than four times the average 2008 CalWorks dollars plus food stamps benefit to meet the needs of a family with one adult, one preschooler and a school-age child. Food insecurity is not limited to individuals whose household income is below 200% of the federal poverty level. Lake County residents living in households well above the 200% of the FPL may struggle to make ends meet. The working poor unable to earn enough to support a family but make too much to qualify for aid. Food insecurity rate is at 26% with at least 4,280 adults living in food insecure households.

Transportation costs such as the increasing gas prices, license fees and maintenance costs keep Lake County residents from accessing or delay access to food and other services. Public transportation in our rural area is not always feasible because of the limited schedules. Seniors and other low income folks often double up with friends to get into town. All transportation support is contingent upon available funding.

**Information and referral calls** are numerous. People are searching for seasonal and part-time jobs, as work relating to the housing industry becomes less and less, and as retail businesses fold. Full time positions are scarce as county and state funded jobs are cut. The need for food, clothing, help with utilities and rent has increased. As statewide cuts occur referrals become extremely essential for low-income individuals and families.

## **6.5 Program Activities and Delivery Strategies**

**Food** provisions are maintained because we are a food bank and operate two pantries in the county. We have the ability to provide food to various locations in the community and our own clients every day. With the support of local funding from Redbud Health Care District, we can help people that are not just in need of emergency food but also those who are trying to stretch their budget in order to pay utilities and transportation costs or medical needs. These clients require more frequent visits to our pantries than those who have a sudden emergency. We have had to change our food cupboard rules in order to meet the needed distribution. In addition, we provide a list of other food

resources so that if they run out of food stamps and are not currently eligible to access our pantry, they won't go without. The emergency food requests are given out through our Emergency Food and Shelter Program funding and require more attention by staff as to the causes of the emergency access for food.

We are receiving more donations this year than last year from a local market, Wal-Mart and local growers. Local growers' spring and summer crops are delivered regularly and then distributed by the agency every Thursday. Our partnership with the Gleaners also allows us to augment fresh vegetables and fruit stores through what used to be called Farm to Families. Wal-Mart provides bread and other baked goods and sometimes frozen foods. Regular trips to the Redwood Empire Food Bank for purchases of staples keeps the shelves well supplied with nutritious resources for not only our pantries but also members of our local food bank program. Our senior and young children food program, referred to as CSFP (Commodities Supplemental Food Program), is being provided twice a month. Since transportation is a problem for seniors in particular, we go out to the whole county at convenient locations and personally hand-out the food boxes and extra vegetables/fruit to those who have signed up for that distribution. Nutrition education is another part of our food delivery program. Periodically, the Food Programs Manager, the county's nutrition expert and the Chic Le Chef owner hold free cooking classes and other events to encourage nutritious food choices through fun cooking ideas for the kids.

For **clothing** needs the agency provides both casual and business attire as needed. Because of our volunteer help, each year a volunteer holds a coat drive to supply the closet with warm items for the fall and winter months. Just before school starts Wal-Mart holds a special shopping event for kids from low-income families in the area. Shoes are a big need as per our clients' feedback, so our closet includes children sizes and adults.

**Transportation** assistance is provided in a few ways. For our drug and alcohol program clients the agency provides transportation for the families to medical/dental appointments, cultural events, to and from the transitional shelter for counseling and for other necessary appointments. New Beginnings purchased two vans to be able to serve the clients completely while in recovery.

Clients who reside at our homeless transitional shelter are provided with bus passes or gas money when needed. Often these families don't have an income or have little resources. Occasionally these clients have auto towing needs, so one of the staff assists with their personal AAA card service.

Walk-in or call-in clients such as a student, a senior or a disabled person who need to get home or go back and forth to appointments or classes we will purchase a bus pass for them. We also keep transit schedules for people who need arrival times or route information.

For the general public who need to renew their license or change something through the DMV, we allow computer access to view sample driver's tests or register a vehicle etc. We also supply the California Drivers' Handbooks because the DMV office is opened only once a week on this side of the lake.

We are planning on refurbishing a donated van for our Youth Center Services soon. The van would provide kids with rides to special outings.

**Information and referral calls** are handled by well trained staff that discuss the desire of the client with them and make some recommendations based on current information. Once a year the agency publishes a resource directory that goes out to organizations both non-profit and public. The directory is also posted on Lake County's website. A hard copy is provided in the office for personal use by the clients and staff.

Some of the referrals we make are specifically work related to help clients find opportunities. We clip out notices published in the Record Bee, enlarge them and post the ads on our bulletin board. We work with a local job club, Arbor, and the One Stop in Lakeport to provide information to people. CalWorks helps us obtain appropriate clients for our needs here in the office and at other sites. Our clients can come into the office and view job listings and or contact EDD. We keep track of educational opportunities to such things as Hospitality trainings that might help people in our area get back to work.